



Guest Services Directory

Service Promise

Welcome to Center Parcs

We want to do everything we possibly can to make sure you have a great time while you're staying with us.

Our staff are specially trained to deliver excellent service, and we firmly believe in going above and beyond to help our guests have wonderful experiences.

Our friendly colleagues can be identified by their uniform and name badge and are always willing to offer help and advice when you need it.

We make sure that all of our facilities are maintained to a high standard for your comfort and safety, and we respond quickly and helpfully whenever our guests have queries or complaints. If you require any help during your stay, you can contact Guest Services by phone 24 hours a day, 7 days a week.

If you have any concerns or problems during your stay, we'd be grateful if you could let us know immediately so that we can make it right before you leave. Please don't wait until you go home.

We'd like to wish you an enjoyable and memorable break, and thank you for choosing to stay at Center Parcs.

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Emergency Information

Engage with us...

Useful Telephone Numbers

Elveden Forest

Emergency Number: 4444 from an internal phone or
01842 894444 from an external phone

First Aid Centre

Dial **4141** from an internal phone or
01842 894141 from an external phone

Guest Services

Dial **4452** from an internal phone or
01842 894452 from an external phone

Treehouse Host

Dial **4452** from an internal phone or
01842 894452 from an external phone

Security

Dial **4111** from an internal phone or
01842 894111 from an external phone

Fault Reporting

Dial **4452** from an internal phone or
01842 894452 from an external phone

Booking Line

Dial **03448 266200** from an external phone
for activities, restaurants and Aqua Sana

Switchboard

Dial **0** from an internal phone or
01842 894000 from an external phone

Lost Property

Dial **4303** from an internal phone or
01842 894303 from an external phone

Mobility Service

Dial **4111** from an internal phone or
01842 894111 from an external phone

Wifi Support (Guest Tek)

Dial **0800 988 8844** from an external phone

Book Your Next Break

Dial **03448 266266** from an external phone

Longleat Forest

Emergency Number: 8333 from an internal phone or 01985 213629 from an external phone

First Aid Centre

Dial **8327** from an internal phone or **01985 848327** from an external phone

Guest Services

Dial **8000** from an internal phone or **01985 848000** from an external phone

Treehouse Host

Dial **8396** from an internal phone or **01985 848396** from an external phone

Security

Dial **8321** from an internal phone or **01985 848321** from an external phone

Fault Reporting

Dial **8000** from an internal phone or **01985 848000** from an external phone

Booking Line

Dial **03448 266200** from an external phone for activities, restaurants and Aqua Sana

Switchboard

Dial **8000** from an internal phone or **01985 848000** from an external phone

Lost Property

Dial **8373** from an internal phone or **01985 848373** from an external phone

Mobility Service

Dial **8321** from an internal phone or **01985 848321** from an external phone

Guest Services Duty Manager

Dial **8325** from an internal phone or **01985 848325** from an external phone

Book Your Next Break

Dial **03448 266266** from an external phone

Wifi Support (Guest Tek)

Dial **0800 988 8844** from an external phone

Sherwood Forest

Emergency Number: 7333 from an internal phone or 01623 827517 from an external phone

First Aid Centre	Dial 7432 from an internal phone or 01623 827432 from an external phone
Guest Services	Dial 0 from an internal phone or 01623 827400 from an external phone
Treehouse Host	Dial 07793 626778 from an external phone
Security	Dial 7431 from an internal phone or 01623 827431 from an external phone
Fault Reporting	Dial 0 from an internal phone or 01623 827400 from an external phone
Booking Line	Dial 03448 266200 from an external phone for activities, restaurants and Aqua Sana
Switchboard	Dial 0 from an internal phone or 01623 827400 from an external phone
Lost Property	Dial 7445 from an internal phone or 01623 827445 from an external phone
Mobility Service	Dial 7431 from an internal phone or 01623 827431 from an external phone
Guest Services Duty Manager	Dial 7426 from an internal phone or 03300 415281 from an external phone
Book Your Next Break	Dial 03448 266266 from an external phone
Wifi Support (Guest Tek)	Dial 0800 988 8844 from an external phone

Whinfell Forest

Emergency Number: 3333 from an internal phone or 01768 893333 from an external phone

First Aid Centre

Dial **3037** from an internal phone or **01768 893000** from an external phone

Guest Services

Dial **0** from an internal phone or **01768 893000** from an external phone

Security

Dial **3023** from an internal phone or **01768 893023** from an external phone

Fault Reporting

Dial **3008** from an internal phone or **01768 893008** from an external phone

Booking Line

Dial **03448 266200** from an external phone for activities, restaurants and Aqua Sana

Switchboard

Dial **0** from an internal phone or **01768 893000** from an external phone

Lost Property

Dial **0** from an internal phone or **01768 893240** from an external phone

Mobility Service

Dial **0** from an internal phone or **01768 893000** from an external phone

Guest Services Duty Manager

Dial **3043** from an internal phone or **01768 893043** from an external phone

Book Your Next Break

Dial **03448 266266** from an external phone

Wifi Support (Guest Tek)

Dial **0800 988 8844** from an external phone

Woburn Forest

Emergency Number: 2855 from an internal phone or 01525 842855 from an external phone

First Aid Centre

Dial **2891** from an internal phone or **01525 842891** from an external phone

Guest Services

Dial **2855** from an internal phone or **01525 842855** from an external phone

Treehouse Host

Dial **2855** from an internal phone or **01525 842855** from an external phone

Security

Dial **2803** from an internal phone or **01525 842803** from an external phone

Fault Reporting

Dial **2854** from an internal phone or **01525 842854** from an external phone

Booking Line

Dial **03448 266200** from an external phone for activities, restaurants and Aqua Sana

Switchboard

Dial **2800** from an internal phone or **01525 842800** from an external phone

Lost Property

Dial **2827** from an internal phone or **01525 842827** from an external phone

Mobility Service

Dial **2803** from an internal phone or **01525 843022** from an external phone

Book Your Next Break

Dial **03448 266266** from an external phone

Wifi Support (Guest Tek)

Dial **0800 988 8844** from an external phone

A-Z of Village Information

ACTIVITIES

There are so many activities available on your break; choosing where to start can be the hardest part. Full details of all activities are available on our website.

Please note, activities can occasionally be subject to change.

All children under 8 years taking part in activities must have parental supervision unless the activity expressly states it is supervised by us. It may also be requested in other instances.

You must tell us when you book if your child has any medical condition, allergy or normally carries a JEXT/EPIPEN/ANAPEN. You must bring the injector to the session with the child, ensuring the date is valid, or your child will not be able to join the session.

ALLERGIES AND SPECIAL DIETARY REQUIREMENTS

We use ingredients containing allergens in all of our eateries as part of the preparation of food. We also cook different foods in the same equipment. It is not possible to guarantee that any product is 100% free from allergen due to the risk of cross contamination in our busy kitchens.

Intended ingredient allergen information for all items on our menu is available on our allergen portal <https://cpallergen.saffronfdh.com/> correct at the point of ordering, we recommend you check again on day of dining if ordered in advance. Unfortunately, we are unable to make changes to our menu items and we cannot provide details of 'may contains'.

We are working hard to develop suitable tools/procedures to resume this offer to our guests. If this causes you concern due to the severity of your allergy, please consider carefully before ordering.

Allergen details for our concession units Las Iguanas, Amalfi, Bella Italia and Café Rouge do not feature on the Center Parcs allergen portal – instead each of these units will provide access to their allergen portal at point of ordering.

ANIMALS AND PLANT LIFE

Please be cautious when approaching animals or birds as they may bite. Please do not feed squirrels as they do bite. We recommend that you do not feed or touch any animals or birds due to the risk of infection. If you do touch an animal or bird, please wash your hands thoroughly afterwards. Please do not touch or eat any toadstools, mushrooms or berries as they may be poisonous.

ARRIVAL

You can arrive on our villages from 10am, park in our car park and enjoy the facilities. You will have access to your accommodation from 4pm.

AROUND THE VILLAGE

Please be aware that there are open waterways, lakes and ponds throughout the village. Please supervise children with this in mind.

Please do not walk on frozen lakes or waterways or allow children to do so.

BABY CHANGING AND FEEDING FACILITIES

These are available at various locations.

BEHAVIOUR

Please be mindful of your neighbours. Behaviour should not be excessive, noisy or disruptive, especially at night. Offensive or illegal behaviour will not be tolerated and may result in the police being involved.

We may ask you and/or any member of your party to leave immediately if your conduct results in police attendance or is considered by us to be inappropriate; likely to cause harm; or impair the enjoyment, comfort or safety of anyone else.

No refunds or compensation will be given in these circumstances and we reserve the right not to accept any future bookings from you or any member of your party.

BOOKING DESKS

These are located around the village, please see your village map for locations. Booking Desks are available for activity bookings, equipment hire and cancellations.

Activities can also be booked online through the website.

BREAKDOWN SERVICE

Should your car break down during your stay and you are unable to depart the village, please speak to Guest Services who will supply the number for your breakdown service if you don't have it with you, otherwise they will happily supply details of a local garage who will be able to assist you.

CANCELLATION POLICY

You can cancel an activity online or alternatively please contact Guest Services or a Booking Desk as soon as possible if you wish to cancel activities including Aqua Sana treatments and online Spa bookings

Please note that cancellation charges may apply.

Should we cancel an activity or close a facility for which you have already paid, we will refund all monies already paid or try to reschedule the activity or provide a suitable alternative.

From time to time it may be necessary to vary or withdraw certain activities without notice. We will not pay compensation except where paragraph H4 of "***Our Agreement With You***" applies.

CAR PARKING

To preserve our safe and natural environment, cars are not permitted on the village during your break. The only exception is when you are **loading** and **unloading** your belongings on arrival and departure days. All cars are to be returned to the main car park, with the exception of accommodation with a designated parking space.

CASHLESS

Our villages are operating on a cashless basis.

CHILD SAFEGUARDING

It is our policy to investigate any incident or allegation of concern or assist any proper enquiries about a child in our care or staying at one of our villages and to refer the matter to an appropriate external organisation should we, in our sole discretion, deem it necessary.

Please note that when our staff need to visit your accommodation (e.g. if you require a maintenance engineer) we will not enter the accommodation if children under the age of 16 years are present and are unaccompanied by an adult.

CHILDREN'S SAFETY AND PARENTAL RESPONSIBILITY

Although on holiday, it is vital to know where your children are and to supervise them at all times, particularly in play areas, near water and on their cycles. Please supervise your children carefully on balconies and take particular care that they do not climb on chairs and tables. Please be aware that open water is present and exists throughout the village and close to most accommodation.

Please note Center Parcs staff do not supervise children's play areas, where open (indoor or outdoor), in licensed areas, close to lakes and waterways, whilst cycling and in the Subtropical Swimming Paradise - where specific supervision ratios apply. Please refer to the swimming safety section of this directory.

Children's activities are unsupervised unless otherwise stated.

COMPLAINTS

If you have any concerns, need assistance or if we can help in any way please let us know by talking to any member of staff or contacting Guest Services via the contact details in the entrance hall of your lodge.

It is our aim to resolve any concerns as soon as possible so that you can continue to enjoy your time at Center Parcs.

In the unlikely event that we cannot resolve your concerns during your break, please make contact with the Guest Services team at Head Office once you return home. The easiest way to get in touch is via the Center Parcs website, where you can contact us via webchat, email or phone.

CYCLE HIRE AND CYCLE SAFETY

With 400 acres of forest, we've made sure there are plenty of cycle paths and convenient bike parks, wherever you go.

At our Cycle Centre, adjacent to the car park, you can hire a wide variety of cycles. All equipment is regularly maintained and should you have any problems, such as punctures, our mechanics are on hand to help out.

On your day of departure, please return hired cycles to the Cycle Centre by 10am. Any refundable deposits for mobility scooters will be issued upon return.

If you haven't cycled for a while, be sure to familiarise yourself with your cycle. Cycle Centre staff will be happy to help. If you've brought your own cycle you must make sure the gears, brakes, tyres and lights are in good working order.

We recommend that all cyclists wear a helmet. These are available for sale or hire from the Cycle Centre. Please use your lights, but remember cycle lights are fitted to allow cyclists to be seen, as well as to see with, so during the hours of darkness, please cycle with caution.

Cycle on the left at all times and with consideration to other guests. You can cycle on a number of path/road surfaces on the village. You are in a forest environment with an abundance of wildlife. To help us preserve this environment and reduce the risk of injury to you, please only use the allocated cycle paths.

All villages have a number of hills which require caution and common sense whilst cycling (on some gradients, cycling is prohibited. Look out for signage in place). Please remember to cycle appropriately for the conditions and take particular care where surfaces change and note there are some roads which are not able to be used by cyclists. Control your speed; particularly on hills and in busy areas. Please use the cycleways to avoid steeper hills.

To stop safely, ensure you apply both brakes together and be aware of longer braking time in wet weather conditions. Please don't cycle around the village in hazardous conditions, such as strong winds, snow and ice. Be aware that children's cycles have strong brake springs and ensure they are comfortable operating these before riding around the village.

When placing a child in a child seat, ensure the cycle is stable. Do not use the cycle stand.

If you are unfortunate enough to be involved in an accident and are in need of First Aid assistance please contact a member of staff. First Aid facilities are located in all main buildings. Please report any accident to the Cycle Centre to ensure that the bike has not been damaged and is still safe to use.

On arrival/departure days, please be aware of greater vehicle movement on the roadways, so take extra care when cycling around the village. Roads adjacent to the entrance to all villages are extremely busy and as such we do not advise anyone to cycle along them, particularly with trailers or child seats.

Cycling is strictly prohibited in and around the main buildings and on certain bus routes.

Please use the luggage rack or a back pack and do not hang bags on the handlebars. Do not ride pillion or carry children on the luggage racks.

DAY VISITORS

You can pre-book Visitor Passes for your family and friends. Please log in to your Center Parcs account to book, or visit Guest Services. Please note that day visitors cannot arrive before the lead booker on a check-in day.

DEPARTURE

Please vacate your accommodation by 10am on the morning of departure and return your wristband on exiting the village. Wristband deposit boxes are available at Guest Services or alternatively, once you have loaded your vehicle, you can deposit your wristbands in the boxes next to the village exit barriers as you return to the main car park. Don't forget you are welcome to spend the rest of the day with us on your departure day, however please ensure your car is returned to the car park and vacate the village by midnight.

Should you need to leave the village before departure day for any reason please inform Guest Services or Security, prior to departing.

DON'T FORGET TO RETURN YOUR WRISTBANDS

Our wristbands are reusable, so don't forget to return them on your departure day! Wristband deposit boxes are located around the village, so please place your wristbands inside before you go home.

DIETARY REQUIREMENTS

See Allergies and Special Dietary Requirements.

DISABLED ACCESS

A Mobility Service is available to assist guests who have a disability that limits their travel around the village on foot or by bicycle. Please note: mobility scooters cannot be carried on the land train at Longleat Forest due to their size. Please use the Mobility Service mentioned above if required. Each guest requiring this service may be accompanied by one member of their party. For more details and to book please call the Mobility Service number in the 'Useful Telephone Numbers' section of this guide. This service is bookable on a first-come, first-served basis, please allow at least 30 minutes notice and we will endeavour to pick you up as close to the requested time as possible.

DISABILITY AND SPECIAL REQUIREMENTS

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. Should you have any questions or are experiencing any difficulties, please contact Guest Services on the number provided in the 'Useful Telephone Numbers' section who will be happy to discuss this with you. Detailed information regarding 'Access for All' can be found in the Accessibility section of our website.

Our First Aid Centres provide general first aid and emergency assistance only. As such it will be necessary for a guest to be able to administer or attend to their own medical need or have someone accompany them who can do so.

Please do not dispose of sharps or clinical waste in the domestic waste from your lodge. As a commercial organisation, we are legally obliged to have this collected separately. We will provide clinical waste and sharps disposal facilities on request. Please contact the First Aid Centre who will arrange for bags/containers to be delivered to your lodge and advise regarding disposal.

DOGS

You must ensure that:

- Each dog has a current annual vaccination for distemper, canine hepatitis, leptospirosis and parvo virus
- Each dog is properly supervised, is not dangerous and does not cause a nuisance or threat to anyone
- If our staff are required to visit your accommodation (i.e maintenance) you must take your dog out while these visits take place

Dogs (except assistance dogs) are only allowed in certain indoor areas, please contact Guest Services for more information. Please note that dogs can only stay in our designated dog friendly lodges. Dogs (except assistance dogs) are not permitted in any other accommodation type and on the Land Train (Longleat Forest). They must be kept on a short lead at all times when outside your accommodation and you must ensure they use the designated Dog Exercise Areas. Please be responsible by cleaning up your dog waste in the bags provided and dispose in the dog waste bins.

If we, in our sole and reasonable discretion, consider your dog to be dangerous or to be causing a nuisance, harm or threat to anyone, or likely to do so, we may ask you to remove it from the village (without refund or compensation) or have it removed to kennels at your expense. No other pets are permitted.

DOCTOR/DENTIST

Our Guest Services and First Aid Centre teams can provide information on local services.

DRIVING SAFELY

With the exception of Monday and Friday, you are not permitted to drive onto the village without specific authorisation and a strict 10mph speed limit is enforced on all roadways. Whilst driving on the village, please be aware of pedestrians and cyclists on the roadways. Be especially careful around young children, as at times their cycling capability can be unpredictable.

Please use great care when driving. Sleepers, boulders, logs and posts are placed to prevent roadside damage and illegal parking. No liability is accepted for damage caused by these markers unless due to our negligence.

Take care when parking your vehicle. Always use designated areas, being sure to observe any parking restrictions/road markings or double yellow lines.

If your accommodation has an allocated parking bay, you may use this for the duration of your stay, however, you may not use your vehicle for travel around village.

Please be aware that whilst we try to minimise traffic as much as possible, a certain amount of traffic is necessary, including Center Parcs contractors and suppliers' vehicles, for the continued running of the village. Some of these are large vehicles, please take care if walking or cycling on village roads.

Mobility scooters are treated as vehicles and as such must obey all vehicle restrictions. Instruction on the use of the mobility scooter is given on hire. Please ensure you are familiar with all controls before leaving the Cycle Centre.

With the exception of essential medical supplies, delivery services from external suppliers are not permitted to enter the village for the purpose of deliveries to guests.

DRONES

We do not allow the use of drones on any village due to privacy requirements.

EMERGENCIES

Please refer to the 'Emergency' section at the end of this guide.

ENVIRONMENT

Please remember that our villages are in a forest setting that is the natural habitat of a variety of native creatures such as snakes, insects, spiders, ants, rodents and ticks. You should note any information and guidance provided in any of our information booklets or notices.

Please keep to prepared roads, paths and tracks at all times and treat all property and facilities carefully and appropriately.

EVENTS AND ENTERTAINMENT

Please check our website for events and entertainment during your break.

FAULT REPORTING

If you notice a fault around the village please inform Guest Services.

FIRST AID CENTRE

Our First Aid Centre colleagues provide immediate first aid and emergency treatment only. They can also signpost you to local medical services, but these are most often accessed through NHS 111.

Open daily 9am to 9pm. Please call the First Aid Centre for an appointment.

Whilst it is possible to access the First Aid Centre without an appointment, you may find it more convenient to ring first to understand how busy the service is. Outside opening hours please see the 'Useful Telephone Numbers' section for contact details. If you require immediate hospital assistance, dial 9 for an outside line from an internal telephone then dial 999. Alternatively contact Guest Services to make the call on your behalf. If you do not have a phone in your lodge and mobile signal is limited please use the emergency telephone boxes located around the village and highlighted on the village map.

Please let us know if you dial 999 direct so we can ensure that the emergency services get to you as soon as possible.

GUEST SERVICES

Open daily (contactable 24 hours by telephone).

Friday: 8am - 10pm

Saturday: 8am - 10pm

Sunday: 9am - 9pm

Monday: 8am - 10pm

Tuesday: 8am - 10pm

Wednesday: 9am - 9pm

Thursday: 9am - 9pm

Location: See your village map.

Helpful extensive FAQ's can be found on our website.

GIFT CARDS

Center Parcs gift cards are available to purchase from Guest Services. Please note, we no longer accept cash payments.

HIRING EQUIPMENT

Please call Guest Services from the number in the entrance hall of your accommodation for information on hiring general equipment. For cycle hire, wheelchairs and mobility scooters, please visit the Cycle Centre.

IMPROVEMENTS AND MAINTENANCE

As we continually improve our facilities you may find that:

- New facilities are on offer
- Listed facilities are temporarily closed for maintenance and/or improvement
- Some facilities and/or accommodation units have been altered, replaced or closed
- There is development, forestry or refurbishment work going on in certain areas
- Maintenance tasks are undertaken in and around your accommodation during your stay, Please see the section 'Accommodation Visits' for more information.
- Different equipment is sometimes provided to that described on our website or other communications

LAND TRAIN (Longleat Forest Only)

The Land Train is a complimentary service which runs from 9am until midnight daily, with the exception of Mondays and Fridays when the service starts at 7pm.

LEISURE ACTIVITIES

To reduce the risk of injury, please take time to warm up before any activity and wear appropriate footwear whilst exercising.

The use of safety equipment is compulsory on certain activities and you will not be allowed to participate without it.

The use of safety equipment is strongly recommended during rollerskating/rollerblading sessions. This is freely available at the entrance to the rollerskating area. An assistant is present at the area to assist in the fitting of equipment if necessary.

The following activities require you to complete a health and safety form prior to participation:

- Action Challenge activities
- Supervised Watersports activities
- Most Aqua Sana treatments
- Paintballing
- Quad biking
- Laser combat
- Fitness studio
- Other activities provided by external third party providers

For your own safety, if you suffer from certain health conditions, you will be unable to participate in certain activities unless you have written confirmation from your GP that it is safe for you to participate.

If you wish to participate in an activity and you think that you may have a condition that would preclude your participation, please contact your GP or specialist to advise you further.

For children and young people under 18 years of age the health and safety form must be completed by an adult. If an unaccompanied young person attends an activity without a completed health and safety form having been submitted they will be unable to participate until a health and safety form is completed. For all online bookings for the activity the booker must have acknowledged that they have received parental consent to allow the booking for children under 18 years of age.

LICENSING LAWS

We work with guidelines set out by the Challenge 21 scheme. We will not serve or sell alcohol to anyone who is, or appears to be, under the age of 18 (and cannot prove they are over 18), or whom we, in our sole discretion, consider to have been drinking excessively. We will accept a photo driving licence, a passport or a proof of age scheme card which carries the PASS logo hologram. We do not serve alcohol to 16-17 year olds with a meal.

LOCAL TRANSPORT SERVICES

Details of local taxi, bus and train services are available from Guest Services.

LOST/FOUND PROPERTY

If you find any lost property please hand it in to any member of staff or Guest Services. If you have lost something please contact Guest Services for assistance or telephone Lost Property (number found in the Useful Numbers section).

Your personal belongings are your responsibility during your break with us.

Please note we accept no liability for any accident, loss or damage to your property unless such loss, damage or accident is demonstrably due to our negligence or that of those for whom we are legally responsible. If you are required to bring medication whilst on your break, please make sure it is clearly labeled or we won't be able to return this if it isn't.

LYME DISEASE AND TICKS

Ticks are tiny, spider-like creatures found naturally in grass and woodland areas throughout Britain. Lyme disease is an illness caused by a 'bite' from an infected tick.

If you are walking in grassy/woodland areas you can take easy precautions:

- Keep yourself covered up
- Keep your shirt tucked in
- Wear a long sleeved shirt
- Tuck your trousers in your socks, if possible
- Wear shoes, not sandals

The use of a repellent containing DEET will help deter ticks and they are easier to see on light coloured clothes. Check yourself and your children for ticks every day. If you think you have found a tick on your skin, please arrange for its immediate removal. Contact the First Aid Centre for advice (contact Guest Services or Security out of hours) or contact your GP as soon as possible if you are at home.

Not all tick bites lead to Lyme Disease, however, symptoms of Lyme Disease normally start between one week and one month after the tick has attached itself to the skin and often begins with a rash around the bite and may be accompanied by flu-like symptoms. The illness can be treated with antibiotics and full recovery is normal.

As with any illness, early treatment aids a swift recovery so please contact the First Aid Centre or your GP if you have any concerns.

MEDICATION

It is important that medication is kept safe and out of reach of children.

If you lose any medication whilst on site, please contact the First Aid Centre, Guest Services or Security on the relevant number in the 'Useful Telephone Numbers' section. This will allow us to assist in locating the drugs or sourcing replacement medication.

NOISE

Military and other aircraft fly over our villages, particularly at Elveden and Whinell Forest and military manoeuvres can take place near Longleat Forest. You may experience noise from such activities from time-to-time but this is unfortunately beyond our control.

PARCMARKET

The ParcMarket is open 8am-9pm Monday to Saturday and 10am-4pm on Sundays at all UK villages. This is to comply with UK law.

PHARMACY

Our Guest Services team will be pleased to provide information should the need arise. A range of medicines for common ailments are available from the ParcMarket.

PUBLIC TELEPHONES *(Not available at all villages)*

These are located around the village and can be found on your village map. Please note, they do not accept incoming calls.

QUESTIONNAIRES

Feedback from our guests is really important to us. We will send you an email after your break with a questionnaire. Please take some time to fill this out and all completed questionnaires received are entered into a free prize draw to win an off-peak short break at Center Parcs.

RECYCLING

We care for the environment and encourage you to recycle waste. Recycling bins for glass, paper, cardboard, washed plastic and aluminium cans are available for use in and around the village.

RESTAURANTS

We have a wide range of restaurants available and further details can be found on our website. Dining In delivery orders can be placed on the day you would like your delivery. Available at Whinfell Forest, Sherwood Forest, Elveden Forest and Longleat Forest.

At Woburn Forest, you can order from Restaurant Runner. This allows you to mix and match dishes from different restaurants, all in one order and with only one delivery fee.

Full details and menus can be viewed on the Center Parcs website.

SECURITY AND SAFETY

In the interests of safety, our Security team patrol the village but it is impractical for Center Parcs to guarantee the security of your property. Do not leave property unattended or unsecured – use lockers and safety deposit boxes provided.

In your accommodation please ensure all windows and doors are closed properly, paying special attention to patio doors. If you lose your accommodation wristband please contact Guest Services.

If you have brought your own cycle, we recommend the use of a five-star D-Lock (available for a refundable deposit from the Cycle Centre). Do not attach locks to quick release wheels.

Scooters, skateboards and rollerblades/skates are not permitted in and around main buildings or on some thoroughfares. Electric scooters are not permitted on the village.

You may not bring or use any fireworks (including sparklers and Chinese lanterns), shotguns, knives, firearms, air weapons, archery equipment, illegal substances or similar items to the village under any circumstances.

Please bear in mind:

- Your personal belongings are your responsibility during your break with us
- Vehicles parked on our property are subject to very limited security cover only. You must lock your vehicle securely and remove all valuable items and we suggest that you remove bike racks from vehicles whilst in the car park
- If you have brought your own cycle we strongly recommend that you follow the security measures listed in this guide and obtain adequate insurance
- The lockers provided in changing areas may only be used for clothing and non-valuable items
- Safes are available in specific types of accommodation (safes are located in a wardrobe, in a bedroom or in the store cupboard by the front door)
- Appropriate insurance is strongly recommended
- We accept no liability for any accident, loss or damage to your property unless such loss, damage or accident is demonstrably due to our negligence or that of those for whom we are legally responsible
- We will offer reasonable help to assist you in tracing lost items

SHOPPING

There is always time for some retail therapy and our shops have everything from everyday essentials to gifts to take home. Please see our website for full details.

For emergency 'out of hours' purchases such as baby food or nappies please contact Guest Services and we'll do our best to help.

SMOKING POLICY

Smoking is not permitted in any buildings, accommodation or on accommodation balconies. Smoking is only permitted in designated areas. Please ensure all smoking material is extinguished before disposal. E-cigarettes will be treated in the same way as real cigarettes.

SNAKES

Snakes, including adders, are amongst the varied wildlife found on the village. Adders are poisonous but only bite when disturbed. Do not under any circumstances approach them.

If you see a snake, do not approach or disturb it. Quietly leave the area and inform Guest Services and the snake will be removed and released in a safer area of the village. Dogs are particularly vulnerable and must be kept on a short lead at all times.

If a snake bites you, obtain first aid immediately.

All snakes are legally protected and must not be harmed.

SPECIAL ASSISTANCE

If there is anything that you require special assistance with during your stay, please contact Guest Services.

SWIMMING SAFETY

- The Subtropical Swimming Paradise is open from 10am - 9pm daily.
- Swimwear must be worn by all. Other clothing and footwear may only be worn after agreement with Pool Management. Agreement will only be given on grounds of religion, disability or similar
- When using baby changing tables please ensure that the child is strapped in
- Please encourage children to use the toilet before swimming and ensure that babies wear a swim nappy. Disposables swim nappies are available from the ParcMarket and Aquatique
- You must not enter the water if you have suffered from a gastro-intestinal upset involving diarrhoea within the last 48 hours. You may not enter the water if you have suffered from confirmed Cryptosporidium infection within the last 14 days
- Photography (still, digital and video, including GoPros) is not permitted in any changing area within our villages. Only non-intrusive photography of your own party and friends is permitted on our villages and particularly in the Subtropical Swimming Paradise. You may not carry out photography for commercial purposes, publication or similar purposes in any part of our villages
- Selfie sticks are not permitted on any flumes, slides or water rides. Other photography equipment/accessories will be prohibited in circumstances likely to cause injury to the user or other guests. Video equipment (such as GoPros) will be prohibited in circumstances where its use is likely to cause injury or is intrusive to other guests or the user

- Qualified lifeguards supervise our Subtropical Swimming Paradise at all times. Their instructions are for your safety and must be obeyed
- Please take care around the pool and in changing rooms. Do not run. Floor surfaces can be slippery when wet
- Strict no diving and no jumping-in policies operate in all our pools. Large inflatable toys or boats are not permitted in the pool
- Always check the pool's depth markings
- Glass objects are not allowed in the Subtropical Swimming Paradise
- Only food and drink purchased in the Subtropical Swimming Paradise may be consumed on the premises. This is in the interest of safety and hygiene. You may bring your own water bottle with you
- Snorkels/masks are allowed only in pools when waves are not in operation. Snorkels/masks are not permitted in Lazy Rivers
- Ultraviolet radiation is not excluded from natural sunlight in the Subtropical Swimming Paradise, therefore sun protection lotion is recommended

The following supervision ratio operates throughout most areas of the pool:

- Under 4 years: One child per responsible adult
- 4 to 7 years: Two children per responsible adult
- Responsible adults must be at least 16 years of age and in close contact with weak or non-swimmers at all times
- Parties not being supervised to these standards or who are not supervising their children responsibly may be asked to leave the pool
- In non-swimming areas, such as toddlers' pools, lower levels of supervision are required. The requirements and the areas that apply are identified by notices in the relevant areas of the pool
- Swim jackets (children's swimming aids) are available free of charge for use in the pool. These are not life jackets and all children using swimming aids must be supervised at all times. We advise you to bring your own swimming aids if required

Changing Rooms

- There are plenty of lockers available in the changing rooms. These can be accessed using your lodge wristband. After your swim, use our locker locator system to find the number of your locker.

Hot Whirlpools

- Children under 5 years should not use hot whirlpools. Children over 5 years may use the hot whirlpools for short times only: under strict adult supervision. Please note that these are not available at Woburn Forest.
- Health restrictions apply to the use of hot whirlpools. These are shown on notices by the hot whirlpools and should be followed. If necessary please contact the First Aid Centre for further advice

Wild Water Rapids

These are located at all villages except Whinfell Forest. This attraction is not suitable for young children, weak or non-swimmers. Children may not be carried down the rapids

- Some sections may only be ridden feet first – these are indicated clearly with warning notices
- Plaster casts and prostheses are not permitted. Due to the uncontrollable nature of the Wild Water Rapids and the potential for collision with other riders, guests using prostheses may ride the Rapids individually. Please speak to a member of the lifeguarding team who will arrange this for you.
- Snorkels/masks are not permitted
- The Wild Water Rapids are unsuitable for guests with severely limited sight due to the need to anticipate collision

Rides and Slides

- Do not use rides or slides if you have a heart condition, back injury, medical condition or are pregnant
- Traffic light systems on rides or slides must be obeyed
- Height/swim capability restrictions exist on certain rides and slides, signs in the vicinity will alert you to these
- Babies under 24 months must not be taken on adult flumes, slides or rides
- Plaster casts are not permitted on any rides or slides. Due to the uncontrollable nature of the Wild Water Rapids and the potential for collision with other riders, guests using prostheses may ride the Rapids individually. Please speak to a member of the lifeguarding team who will arrange this for you.
- Guests wearing prosthetic limbs may use the rapids on an individual basis, alongside other members of their party. Please ask the Pool Desk and arrangements will be made

TOWELS

Towels (one hand and bath per person) are provided in all accommodation.

TOURIST INFORMATION

For information on places of interest to visit locally, please contact Guest Services.

TRAFFIC

To preserve our safe and natural environment we restrict the use of guest cars within the village. Guests are only permitted to use their cars within the village for unloading/loading at their accommodation on arrival and departure. Hotel and spa day guests may use their cars to travel to and from the hotel and our Aqua Sana Spa. Our staff and sometimes refurbishment/maintenance teams will need to use vehicles to travel around the village but this will be kept to a minimum.

VILLAGE MAPS

Large maps are located around the village and you can also find a map for each village on our website.

WATERSPORTS ACTIVITIES

Buoyancy aids are compulsory for most watersports activities and are provided free of charge. Before participating in watersports activities, make sure cuts and grazes are covered with a waterproof dressing.

Please shower after participating in activities on the lake, particularly before eating or drinking. If flu-like symptoms or headaches occur after any water sports activity, please inform the First Aid Centre or your own GP.

Personal crafts are prohibited on the lake.

WEATHER CONDITIONS

As we are in a forest environment we kindly ask that you take sensible precautions in severe weather conditions such as:

- Sticking to prepared paths and roads when moving around the village
- Depending on the severity of the weather, please consider walking rather than cycling
- Please do not venture in to or allow children to play in wooded areas, as even small twigs and branches can cause injury if dislodged by wind or snow
- Please observe local signage and let us know if you need any assistance in such circumstances
- In icy/snowy conditions, priority is given to gritting high pedestrian traffic routes and as such individual accommodation paths are not gritted, except for adapted accommodation. Please take extra care on these routes
- If conditions deteriorate, we may need to withdraw certain outdoor activities and limit movement around the village whilst storms pass

WI-FI

Friendly Wi-Fi access is available in all central and public buildings and in all accommodation. Please note that this complimentary service is subject to availability and cannot be guaranteed.

To gain access please select 'Center Parcs Guest Wi-Fi' from your device and follow the prompts to connect.

If you experience any problems please contact the 24 hour support team on 0800 988844. Please note that this is a free telephone number, however individual mobile providers may charge.

A-Z of Accommodation Services and Facilities

ACCOMMODATION

Please use your accommodation and its contents with care and leave it in a clean and tidy condition on departure. We reserve the right to charge you for any extra cleaning, missing items or damage.

ACCOMMODATION VISITS

We will not enter the accommodation if dogs, or children under the age of 16 years are present and are unaccompanied by an adult.

BALCONIES

Please supervise your children carefully on balconies and take particular care that they do not climb on chairs and tables.

BARBECUES

The ParcMarket sells all you need for a memorable barbecue. Please use brick barbecue stands where available.

- Where barbecues are permitted, please ensure that they are never left unattended and embers are thoroughly extinguished before being left to cool
- Do not empty hot charcoal or ashes into bins, wait until they are cold. Metal ash bins are provided in every bin bay for the disposal of barbecue refuse. Do not use any other means of disposal
- Some accommodation features brick built barbecue holders on the patio which are suitable for disposable barbecue trays
- Disposable barbecues may be purchased from ParcMarket
- You are welcome to bring your own barbecue, however we only allow the use of lumpwood charcoal. Please note that portable gas barbecues are not permitted
- Only proprietary barbecue lighting products may be used
- Please note: The use of barbecues may be prohibited in prolonged periods of extreme hot weather with increased fire risk

Barbecues are not permitted where your accommodation has a balcony rather than a patio.

BATH MATS

Non-slip bath mats are available. Please contact Guest Services.

BED GUARDS

Bed guards are available on request. Please contact Guest Services.

BEDDING AND LINEN

Replacement bedding, linen and pillows are available, please contact Guest Services. You may be charged for this service.

CHILD SAFETY GATE

Safety gates are provided as standard in all 2 storey accommodation.

Instruction to open and close the Lindam safety gate:

- (1) To release the gate, push the catch in a forward or backward movement (depending on desired direction)
- (2) To lock the gate, push it back into the closed position ensuring it is locked by the catch
- (3) Once closed, check the gate is locked in

Guard Me Babydan and Multidan Gate

If the safety barrier is used at the top of the stairs, it should not be positioned below the top level.

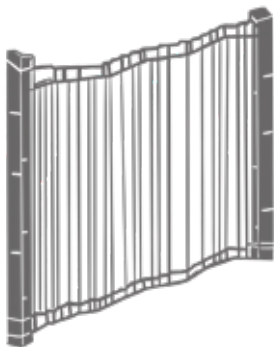
If the safety barrier is used at the bottom of the stairs, it should be positioned at the front of the lowest tread possible.

Important: Adjust the barrier to ensure it is as tight as possible, so there is no risk of the barrier stretching over the edge of the top stair.

Please note: This product does not necessarily prevent accidents from happening.

The safety barrier has a manual closing system. Always check that the safety barrier is correctly closed and locked.

Guard Me Babydan Gate



Guard Me Multidan Gate



CLINICAL WASTE

Should any of your party require access to clinical waste disposal facilities, please contact the First Aid Centre who will supply the appropriate bags or sharps bins.

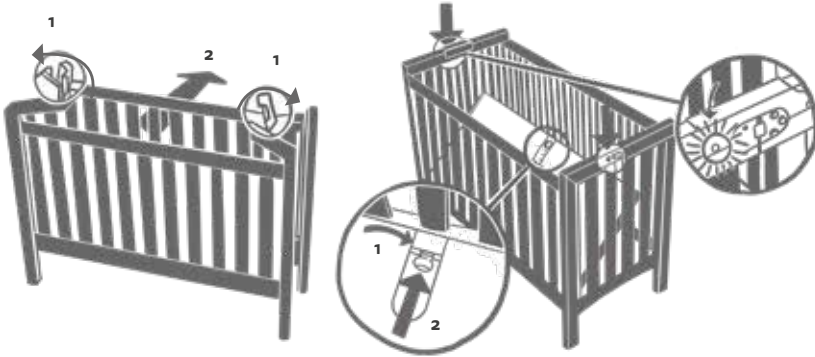
To ensure the safety of Housekeeping staff please do not dispose of clinical waste with normal refuse and please do not flush sharps down the toilet. As a commercial enterprise, Center Parcs is not allowed to dispose of clinical waste with normal refuse. Please follow the instructions provided by the First Aid Centre for safe disposal.

COTS

One cot is available as standard in most types of accommodation. Additional cots are available via Guest Services.

Wooden Folding Cot

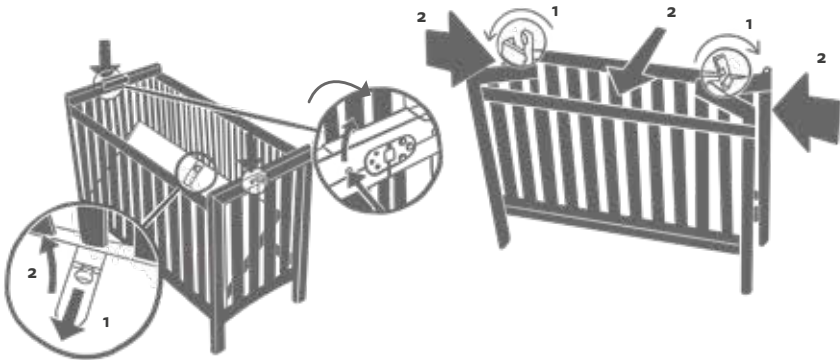
Most cot types have instructions attached to the cot. Where there are no instructions see below;



Please ensure locks are engaged before use.

Fold

1. Unscrew the thumbscrew and lift the mattress base upwards
2. Lift the metal clips on the cot ends
3. Put the drop side in the lower position
4. Fold the cot ends inwards



Holibobs Fold Away Cot



1. Unfold the cot ends using the frame and not the metal clips on the top of the cot
2. Push the metal clips on the cot ends until they click into position
3. Lower the mattress base and insert the thumbscrews on the side of the base, until they are firm
4. Press down on base to ensure it is fixed in position
5. Place mattress onto base

Please note: In the interests of safety, even where space permits, the boiler room must not be used to sleep in.

DOGS

In accommodation where dogs are permitted, please ensure you abide by the instructions to safeguard colleagues during their visits to your lodge and keep dogs under strict control at all times.

DVD PLAYER/BLU-RAY PLAYERS

Blue-Ray DVD players are available in all accommodation types. Please follow the instructions below to select the correct channel:

Sherwood Forest:

Turn the DVD player on, press the 'Source/AV' button on the TV remote and select 'HDMI' 1,2 or 3. Alternatively select 'HDMI' until the DVD shows on the screen.

Elveden Forest, Longleat Forest, Whinfell Forest:

Turn the DVD/Blu-Ray player on, select the 'AV/Home' button or 'Source' button on the remote control and use the arrows to select HDMI, press 'OK'.

Woburn Forest:

Turn the DVD/Blu-Ray player on, press the 'INPUT' button on the remote control and use the arrows to select 'HDMI', press 'OK'.

ENERGY SAVING

Center Parcs are taking various measures to protect the environment and reduce our carbon footprint by including the use of low energy lighting, energy efficient boilers and appliances and time-based control of heating.

Please help us to conserve energy by switching off all appliances when not in use and turn the lights off in your accommodation before going out. In some accommodation types this can be done by switching off the master light switch adjacent to the front door. Please help us to conserve water by only using as much as you need.

FAULT REPORTING

All accommodation receives regular safety inspections by appropriately qualified engineers to ensure that the electrical installation, electrical appliances and gas appliances are in safe working order.

If you experience any technical problems, please contact Guest Services at the earliest opportunity. We aim to respond as quickly as possible.

FIREPLACES AND WOOD BURNING STOVES

(In specified types of accommodation only)

You can enjoy the welcoming warmth of a real fire in your accommodation simply by buying long burning safety logs from the ParcMarket. Please only burn one log at a time, this is the maximum the fireplace/stove can accommodate safely. Only logs purchased from the ParcMarket can be burnt, please do not use branches, logs or cones from the forest and do not leave a burning log unattended.

If there is a wood burning stove in your accommodation, please take care when opening the stove door. Please use the glove and handle provided. When in use the whole stove and surrounding area is hot to touch and will remain so for some time after the log has finished burning. Do not adjust the air intake on the wood burning stove.

Some accommodation has gas fired heaters that look like log burners, please note these cannot be used to burn logs. A notice should highlight this in the accommodation.

HEATING AND HOT WATER

Please do not adjust your boiler

Your heating is controlled by a thermostat on the wall in the living room area which is adjusted to an optimum temperature according to the season and time of day. (Please note that at Woburn Forest there is a thermostat in each room.) For your comfort you may adjust the heating using the thermostat to suit your individual requirements, but you may notice after a prolonged period of time it will revert to the default setting. This is to ensure that if the accommodation is unoccupied for a period of time we are conserving energy in line with our environmental policy.

If you experience difficulty adjusting the temperature in your accommodation, please contact Guest Services.

Please do not attempt to adjust boiler settings as this may affect water temperatures and cause exceptionally hot radiators.

HEATING THERMOSTAT

To maintain our commitment to the environment we have preset your heating control to ensure your accommodation is as comfortable as possible but not wasteful.

Please identify which style of thermostat your accommodation has from the photographs below and follow the relevant instructions.



Style 1

- To increase to the desired temperature, press the button marked ▲
- To decrease the desired temperature, press the button marked ▼
- When the 'flame' symbol appears, the heating is on
- The display will show the desired temperature
- The 'i' button will show the actual room temperature



Style 2

- To increase to the desired temperature, press the button marked ▲
- To decrease the desired temperature, press the button marked ▼
- When the 'flame' symbol appears, the heating is on.
- The display will show the actual room temperature
- The 'i' button will show the desired temperature



Style 3 (Longleat Only)

- To increase to the desired temperature, press the button marked ▲
- To decrease the desired temperature, press the button marked ▼
- The display will show the actual room temperature (Bottom temperature)
- The display also shows the desired temperature (Top temperature)

In all styles minimum and maximum temperatures may vary depending on season and accommodation type.

HIGHCHAIRS

One highchair is available as standard in most types of accommodation. Additional highchairs are available via Guest Services.

Instructions for safe operation:

- (1) The highchair must **ALWAYS** be on a level stable surface and for folding highchairs have the front clips locked in position
 - (2) Keep all **HAZARDS** such as electrical flex, knives and hot plates out of reach of the child in the highchair
 - (3) **NEVER** leave the child unattended. The child should, at all times, wear a safety harness correctly fitted and adjusted
 - (4) To clean please use warm soapy water
 - (5) **WARNING** - be aware of the risk of sources of heat, such as fires and stoves in the vicinity of the highchair
 - (6) Only use the highchair if your child can sit up unaided
 - (7) Please do not use the highchair if any part is broken, torn or missing
- Please contact Guest Services who will arrange for a replacement to be sent to your lodge.

Instructions for folding: -

- (1) Lift the tray up and over the highchair back
- (2) Now align the front bar of the highchair with the two clips underneath the tray
- (3) Push the clips firmly until they lock the tray in position

Fold

- (1) Release the clips underneath the tray
- (2) Swing the tray up and over the top of the highchair
- (3) Push the centre of the seat back towards the front of the highchair

HOT TUBS (Available in specific types of accommodation)

Signage on how to operate can be found in the safety guidelines located on the patio area. A hoist is available upon request, in adapted accommodation. If you require any assistance using this equipment please contact Guest Services.

INFORMATION CHANNEL

Turn to channel 6 on your lodge TV at Sherwood, Longleat and Whinell Forest, channel 800 at Woburn Forest and channel 92 at Elveden Forest for useful information about your break.

IRONS AND IRONING BOARDS

Irons and ironing boards are provided and can be found in your store room/ cupboard. If you are staying in a hotel or apartment please request from Guest Services.

PEST CONTROL

As we are situated in a forest environment and although we do have preventative measures in place, naturally, wildlife may encroach from time to time. If you have any concerns regarding pests (i.e. ants, mice, etc.), please contact Guest Services immediately.

SAFES

A security box/safe is available in your accommodation and we strongly recommend use. A guide on how to use it is available by the safe (safes are located in a wardrobe in the bedroom or in the store cupboard by the front door).

We strongly advise you to take care of all personal belongings. Please do not leave your property unattended whilst out on the village or in your accommodation.

Use lockers where available.

If you experience any difficulty with the safe, please contact Guest Services or Security for assistance.

SAUNA AND STEAM ROOMS (in specified types of accommodation only)

If these facilities are available within your accommodation, please familiarise yourself with the safety instructions. In steam rooms pay particular attention to the location of the steam outlets as contact with them will cause burns. In saunas ensure no items are placed in or near the coals at any time.

Failure to follow sauna instructions below have resulted in serious fires.

- (1) Before turning on the sauna, please ensure that you read the 'Sauna Operating Instructions' located next to your sauna
- (2) Ensure no objects (e.g. towels, swimwear, clothes or paper) are left anywhere in the sauna at any time
- (3) Never place anything on the stove
- (4) Please be aware that in conventional saunas, the stove becomes very hot
- (5) The sauna and steam rooms are not recommended for children under 8 years. Children over 8 years must be supervised at all times
- (6) If in any medical doubt, please check with your doctor before using the sauna

(7) If you are reliant on a wheelchair for mobility please do not use the sauna alone. If your wheelchair will fit into the sauna cabin, do not remain in it whilst using the sauna or leave it inside the sauna whilst in use. The metal parts of the wheelchair may become hot and burn skin on contact

How to use the Infra Red Sauna

- Remove all jewellery and any metal (such as swimwear with metal pieces) as these could get hot
- To turn on, press the 'on' button once - a red light should show. Set the control setting to 'strong' and give the heaters 5 to 10 minutes to warm up
- As you start your session, reduce the control setting from 'strong' to 'medium'
- We recommend sitting on a towel during your session and placing one under your feet, as the floor can get quite warm too
- Sit with your back directly in front of the heater for maximum relaxation
- Too hot? Too cold? Don't worry, you can adjust the intensity to suit your comfort level
- Relax for 20 to 40 minutes
- Remember to stay well hydrated before and after your session (but please, no alcohol)

SECURITY

Please close all windows and doors properly, paying special attention to patio doors, and keep all valuables out of view and locked in the safe whenever possible.

SMOKING

For the consideration of others, **smoking is not permitted inside your accommodation.** An ashtray has been provided on the patio area outside should you wish to smoke. If you smoke outdoors, please ensure all cigarettes are fully extinguished using ashtrays provided. E-cigarettes will be treated as real cigarettes.

Should it be discovered during your stay that there is evidence of smoking inside the accommodation, we will charge the recovery costs to clean and prepare the accommodation for our incoming guests.

TELEVISION CHANNELS

All accommodation has one or more multi-channel televisions (dependent on accommodation type). A range of terrestrial and freeview channels are available, Center Parcs information channel can be found on channel 6 at Sherwood, Longleat and Whinell Forest, channel 800 at Woburn Forest and channel 92 at Elveden Forest.

Please note: Channel availability does vary from village to village.

Subtitles are available on selected channels.

Please note that regional variations may apply, and we reserve the right to amend the channels from time to time. For local information, please ask Guest Services.

Connecting a games console to the television

If you wish to use your own games console, please use the media hub or connection plate. Unfortunately, cables and accessories are not available for hire.

Elveden and Longleat:

Select the 'AV/Home' button, use the arrows to select 'HDMI' and press 'OK'

TELEPHONE

Telephones are available in specified types of accommodation.

If you have a telephone in your lodge and you would like to make an outside call please contact Guest Services. Each lodge has Wi-Fi included, therefore we advise you to turn on Wi-Fi Calling on your mobile phone.

WRISTBANDS

Wristbands are provided based on the number of rooms per lodge. If additional wristbands are required, they are available subject to availability from Guest Services. Please report lost wristbands immediately to Guest Services.

KITCHEN SAFETY

Please take particular care when igniting ovens and grills. Keep your children out of the kitchen. Take care when filling the electric kettle, ensure that you disconnected it from the electrical supply before filling. Oven doors can be hot, exercise caution, particularly with younger children. Please do not leave items in the grills or oven unattended. Please note that guests own catering equipment is not permitted in any type of accommodation.

COFFEE MACHINE *(in specified types of accommodation only)*

- (1) Fill the water reservoir to the desired level
- (2) Press on/off
- (3) Place pod in pod holder
- (4) Close lid
- (5) When light flashes press button to dispense hot water
- (6) When light no longer flashes, carefully remove and dispose of pod
- (7) Drink is ready – Take care, it will be hot!

Additional coffee pods are available to purchase from the ParcMarket

DISHWASHER

- (1) To load the dishwasher, first remove any scraps of food from the dishes. Pull the lower basket out and arrange the saucepans and plates and use the cutlery basket
- (2) Pull out the upper basket and arrange the plates, saucers, glasses, cups etc
- (3) Slide the baskets back into the machine
- (4) Ensure the spray arms can rotate freely
- (5) Place the dishwasher tablet in the detergent dispenser on the door and close the dispenser lid
- (6) Turn the dishwasher on by pressing on the power button
- (7) Press the programme selection button until the desired programme is selected
- (8) Close the dishwasher door to begin the wash cycle
- (9) At the end of the programme wait 15 minutes before opening the door to allow the dishwasher to cool down and to avoid scalding when emptying the dishwasher. Switch off the machine before unloading

A starter pack of dishwasher tablets is provided. Additional dishwasher tablets can be purchased from the ParcMarket.

DISHWASHER INSTRUCTIONS FOR USE

Control Panel



Power Button

To switch the power to the dishwasher on or off, press the 'Power' button (1). When you switch on the dishwasher, the 'End of programme' light will illuminate.

Programme Selection Button

The dishwasher defaults to the 'Eco' programme. To select an alternative programme, press the 'Programme selection' button (2) several times, until the light next to the required programme is illuminated.

Delay Timer Button and Delay Timer Indicator Lights

The dishwasher is equipped with a variable delay timer of three, six or nine hours duration.

To set the delay timer, press the 'Delay Timer' button (3). This will switch on the delay timer for three hours, and the 3h light will illuminate. To change the duration, press the 'Delay Timer' button again until the light next to the required time (6h or 9h) is illuminated.

To cancel the timer, press the 'Delay Timer' button again until none of the 'Delay Timer' indicator lights are illuminated.

As the delay timer counts down, the 'Delay Timer Indicator' lights will illuminate in turn, so at six hours delay the '6h' light will illuminate, and at three hours delay the '3h' light will illuminate.

End of Programme Light

When the programme is complete, the dishwasher will emit five beeps and the 'End of programme' light will illuminate.

Starting a Programme

- Press the Power button
- Press the 'Programme selection' button until the required 'Programme' light is illuminated
- If required, press the 'Delay Timer' button
- Once the power is switched on, the 'End of programme' indicator light will switch on
- Once a programme is selected, the 'End of programme' Indicator light will switch off, and the 'Programme Indicator' light will switch on
- When you close the dishwasher door the programme will start automatically

Please note: The dishwasher stores the most recently used programme in its memory. To change the programme, simply press the 'Programme Selection' button.

At the End of a Programme

If possible, do not open the dishwasher door once the programme has started.

At the end of the programme, the dishwasher will beep five times, and the 'End of programme' Indicator light will switch on.

Changing a Programme

It is possible to change the programme if necessary once the programme has started.

- First open the door slightly to reduce the risk of water spillage
- Press the 'Programme selection' button until the required 'Programme indicator' light is illuminated
- Then close the door. The dishwasher will begin the new programme from the point at which the old programme stopped

Cancelling a Programme

It is possible to cancel the programme once the programme has started.

- First open the door slightly to reduce the risk of water spillage
- Press and hold the 'Programme selection' button for approximately three seconds, until the 'End of programme' Indicator light flashes and the 'Programme Indicator' light switches off
- Then close the door. The dishwasher will drain for approximately thirty seconds

Once this is complete, the dishwasher will beep five to ten times and the 'End of programme' Indicator light will switch on.

Switching the Dishwasher Off

- Once the dishwasher beeps five times, and the 'End of programme' Indicator light Switches on, the dishwasher can be switched off by pressing the 'Power' button
- Then turn off the water tap and remove the plug from the power socket

Please note: The dishwasher will automatically continue on the programme it has started if the door is opened and closed or after a power cut.

Programme Listing					
Programme Names and Temperatures	Intensive 70° (P1)	Super 65° (P2)	Eco 50° (P3)	Quick 40° (P4)	Pre-wash No Heat (P5)
Type of Food Waste	<ul style="list-style-type: none"> • Soups • Sauces • Pasta • Eggs • Pilaf • Potato • Oven Dishes • Fried Food 	<ul style="list-style-type: none"> • Soups • Sauces • Pasta • Eggs • Pilaf • Potato • Oven Dishes • Fried Food 	<ul style="list-style-type: none"> • Coffee • Milk • Tea • Cold Meats • Vegetables 	<ul style="list-style-type: none"> • Coffee • Milk • Tea • Cold Meats • Vegetables 	<ul style="list-style-type: none"> • Pre-wash to rinse and loosen residue • Await full load • Select a programme
Level of Soll	High	Medium	Medium	Small	N/A
Programme Duration (minutes)	127	50	187	30	15


HOBS

Our self-catering accommodation has a gas, induction or electric hob which operates in the usual way. Please note that induction hobs may interfere with pacemakers, if you have any concerns or require more information regarding the hob in your accommodation, please contact Guest Services on village


If the appliance is not working and does not have power, please make sure that the isolation switch is turned on at the wall above the worktop level, if it is still not working then contact Guest Services.

Some hobs have a child lock denoted by 


To turn off the child lock

Touch the  key for approximately three seconds until the LED above the child lock key goes out and the hob beeps to confirm the child lock is switched off.

To set the child lock



Touch the  key for approximately three seconds until the LED above the child lock key illuminates and the hob beeps to confirm that the child lock is switched on.

Using the Hob

To switch the zone on, touch the  key. The zone displays will flash 0 and the hob will beep to confirm the hob is on.


Please note: If a power level is not set within ten seconds, the zone will switch off automatically.

To set the power level

- Touch the zone selection key for the zone required
- Touch the  key to increase the power level from 1 (lowest) to 9 (maximum), and the  key to reduce it

To go straight to power level 9, touch the  key when the zone is first switched on.

To switch a zone off

- Touch the zone selection key for the zone required.
- Touch the  key to reduce the power level to 0. The zone will switch off after approximately three seconds.

To switch the hob off

Touch the  key

MICROWAVES

All self-catering accommodation, has a microwave which operates in the usual way.

Safety precautions, please:

- Do not use any metallic cookware or tinfoil in the microwave oven
- Do not heat airtight or vacuum-sealed bottles, jars, containers or airtight food (e.g. eggs, nuts in shells, tomatoes)
- Do not operate the microwave oven when it is empty
- Do not cover the rear ventilation slots with paper or cloths
- Do not touch heating elements or interior oven walls
- Always use oven gloves when removing a dish from the oven
- Take care when heating liquids and baby foods – stir during heating and do not over fill
- Stand at arm's length when opening the door
- A clicking sound might be noticed while operating, especially when the food is defrosting, this is normal

CONTROL PANEL

In some types of accommodation there is a combi oven which can be used as a microwave, grill or oven. The instructions for this are below:



A

B

C

D

E

F

G

H

I

A: On/Off sensor

B: Function down sensor

C: Function up sensor

D: Oven light sensor

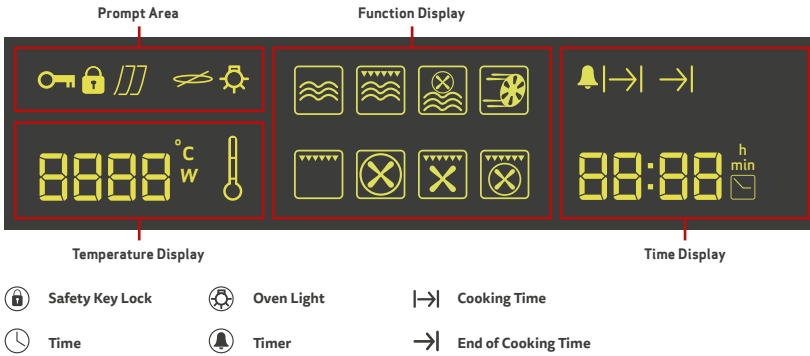
E: Temperature/Microwave power section sensor

F: Function selection sensor

G: Clock/Time sensor

H: Safety key lock sensor

I: Confirm/Pause sensor



To select a function and begin cooking

With the appliance on, use the function up sensor (C) or the function down sensor (B) to select the desired function. The function's preset temperature will appear in the temperature display area, if applicable. If you are ready to begin cooking, press the confirm/pause sensor (I).

SELECTING A FUNCTION

A list of functions and their specification is below.

Icon	Function	Power	Preset Temperature (°C)	Microwave Power (W)	Preset Time (Min)	Adjustable Temperature Range (°C)	Adjustable Microwave Power Range	Minute Minder
	Microwave	1645W	/	800	1	/	900-100W	No
	Microwave + Grill	1645W/ 1738W	180	400	10	110-180	200-600W	No
	Microwave + Rear Element + Fan	1100W/ 1680W	180	400	10	110-180	200-600W	No
	Defrost	1645W	/	400	10	/	/	No
	Top Grill	1750W	180	/	Default	50-250	/	Yes
	Rear Element + Fan	2850W	180	/	Default	50-250	/	Yes
	Top Grill + Fan	1750W	180	/	Default	50-250	/	Yes
	Top Grill + Rear Element + Fan	2850W	180	/	Default	50-250	/	Yes

SAFETY KEY LOCK

This appliance is equipped with a safety key lock to prevent accidental use. The safety key lock can be activated when the appliance is in standby mode (i.e. just the clock displayed) or whilst a function is running.

To activate the safety key lock

Simply press and hold the safety key lock sensor (H) for approximately five seconds. The prompt area (fig. 2) will display a padlock symbol. All sensors will now be temporarily disabled. Any touch of the sensors, other than the safety key lock sensor (H) will cause the padlock symbol to flash as a reminder that the control panel is locked.

To deactivate the safety key lock

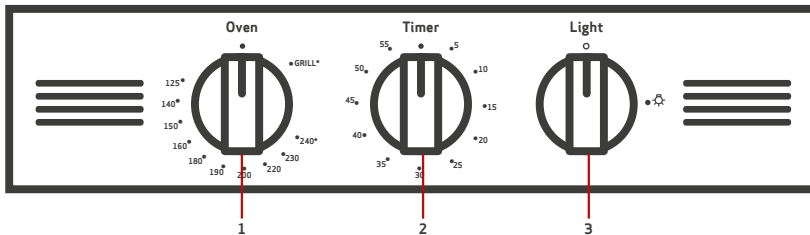
Simply press and hold the safety key lock sensor (H) for approximately five seconds. The padlock symbol in the prompt area should extinguish and the control panel will now be unlocked.

OVEN AND GRILL

The type of oven in your accommodation may vary.

Warning: If the oven in your accommodation has a pull-down glass door, please do not place cold items on a hot door, or hot items on a cold door, as this may result in the glass shattering.

GAS OVEN INSTRUCTIONS FOR USE



Control Panel Controls Description

1. Oven/grill gas control knob
2. Oven light selector
3. 60' timer

Thermostat Knob

The values from 125° to 240° printed on the fascia panel around the thermostat knob (fig. 1) show in a growing sequence the oven temperature in °C.

Timer

The time can be set to a maximum of 60 minutes. Turn the dial clockwise to the maximum setting of 0 minutes then turn it anti-clockwise until it reaches the desired time. When the set time expired the timer bell will sound.

Notes: The oven will not switch itself off at the end of the timed period.

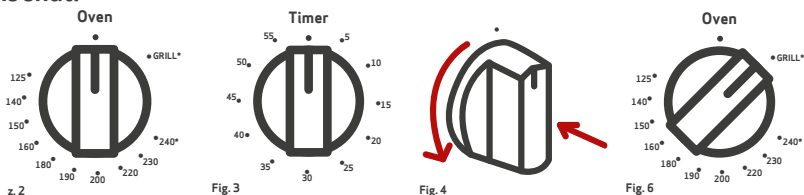
Caution: If the burner is accidentally extinguished, turn the gas off at the control knob and wait at least one minute before attempting to relight.

Lighting of Oven Burner

The thermostatic tap controlling the gas supply to the burner is equipped with a safety device which automatically stops the gas flow in case of flame extinction. The temperature is constantly maintained on the set value.

The electric ignition starts up by pressing the thermostat knob.

A safety device prevents the electric ignition from functioning when the oven door is shut.



To light the burner, you need to:

1. Fully open the oven door
2. Press the thermostat knob (fig. 2) thoroughly to start up the electric ignition and, keeping the knob under pressure turn it anti-clockwise (fig. 4) to position. Never continue this operation for more than 15 seconds. If the burner has still not ignited, wait for at least 1 minute prior to repeating the ignition
3. Wait about ten seconds after lighting the burner to release the knob
4. Adjust the thermostat knob on the desired setting. If the flame extinguishes for any reason, the safety valve will automatically shut off the gas supply to the burner. To re-light the burner, first turn the oven control knob to the off position, wait for at least one minute and then repeat the lighting procedure

Lighting of Gas Grill Burner

The thermostatic tap controlling the gas supply to the burner is equipped with a safety device which automatically stops the gas flow in case of flame extinction.

The electric ignition starts up by pressing the thermostat knob. A safety device prevents the electric ignition from functioning when the oven door is shut.

To turn on the grill burner:

- 1) Open the oven door
- 2) Press thoroughly and turn clockwise the oven gas thermostat knob fig. 6 to set symbol GRILL*. Never continue this operation for more than 15 seconds. If the burner has still not ignited, wait for about 1 minute before repeating the ignition
- 3) Wait about ten seconds after the burner lighting before releasing the knob (time of priming of the valve). Should the flame of the burner extinguish for any reason, the safety valve will cut off automatically the gas flow to the thermostat

Important: In case of accidental extinction of the burner, turn off the control knob and wait at least one minute before trying to ignite again. Remember to keep children away from the appliance when you use the grill or oven, since these parts become very hot



Fig. 8

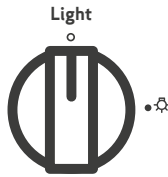


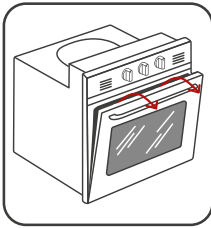
Fig. 9

Traditional Grilling Very important: always use with the door ajar (Fig. 8).

Switch the grill on, setting the knob to position GRILL*. Leave to warm up for approximately five minutes with the door ajar. Place the food inside positioning the rack as near as possible to the grill. Insert the drip pan under the rack to collect the cooking juices.

The operation of the grill should not exceed 30 minutes.

**Attention: the oven door becomes very hot during operation.
Keep children away.**




Warning

The grill burner must be used with the door ajar only. The cooling fan air flow (below the control panel) allows a correct discharging of the hot air coming from the inside of the cavity.

Do not use the grill burner if the cooling fan is not operating (e.g. mains failure, cooling fan broken).

Oven Light

The oven provides an interior lamp to allow the visual inspection during the cooking. To light the oven lamp, turn the knob (fig. 9) to the  symbol

ELECTRIC OVEN INSTRUCTIONS FOR USE

Oven Controls and Use Temperature knob

- To set the temperature, turn the temperature knob clockwise to the required temperature
- Once the oven has reached the required temperature, the temperature indicator lamp on the control panel will switch off
- The temperature indicator lamp will light up when the oven elements are in operation

Cooking function knob

To set the function, turn the cooking function knob to the required function. Each of the oven functions uses different elements within the oven to offer you the best choice of cooking every time. These are explained below:

Please note: The oven light will operate on all functions.



Defrost

Using the fan only this oven function circulates the air around the oven cavity, speeding up the natural defrost process (1kg takes approximately one hour, depending on the type of food).



Fan Oven

Using the circular element and the fan with a temperature between 50°C and 250°C, this cooking function blows the air into and around the oven cavity. Temperatures are achieved quicker, reducing or even removing the need for preheating. Both cooking temperatures and cooking times can be reduced for a more energy efficient cooking programme.



Fanned Grill

This function uses the fan to circulate the heat from the grill element around the food. The temperature can be set between 50°C and 250°C.



Full Grill

This function radiates the heat from the grill element. This fully temperature variable grill is ideal for grilling a full family meal. It can be set between 50°C and 250°C maximum.

For each grill function please note:

- Always grill with the oven door closed
- Put the grill pan as close to the grill as possible
- Do not grill for more than 30 minutes at a time
- Preheat the grill for up to five minutes with the oven door closed



Warming Oven

Using heat produced only by the bottom element, this natural heat is perfect for dough proving and blind baking.



Fan Assisted Oven

Using the circular element and the fan with a temperature between 50°C and 225°C, this cooking function blows the air into and around the oven cavity. Temperatures are achieved quicker, reducing or even removing the need for preheating. Both cooking temperatures and cooking times can be reduced for a more energy efficient cooking programme.



Conventional Oven

This function uses the upper and lower heating elements with a temperature between 50°C and 240°C. Natural convection creates a perfect cooking zone in the centre of the oven, ideal for dark fruit cakes and pastries.

INSTRUCTIONS FOR BOSCH BUILT IN OVEN (Treehouse only)

Control panel

Here you will see an overview of the control panel. All of the symbols never appear in the display at the same time. Depending on the appliance model, individual details may differ.

Programming The Oven

Please note: The alert beep will cut off after two minutes if it is not switched off manually.

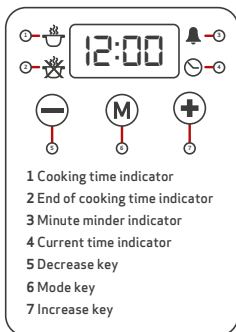


Fig. 1

Setting the Clock

The clock is preset to 12:00, and will revert to this after a power failure. When the current time indicator is flashing, touch **+** or **-**. When the correct time is shown on the display, the clock will set after approximately five seconds' delay.

To change the clock once it has been set, touch **M** repeated until the current time indicator flashes, then touch **+** or **-**. When the correct time is shown on the display, the clock will set after approximately five seconds' delay.

The Minute Minder

The minute minder can be used when the oven is switched on or off. It can be set for up to 23 hours and 59 minutes.

To Set the Minute Minder

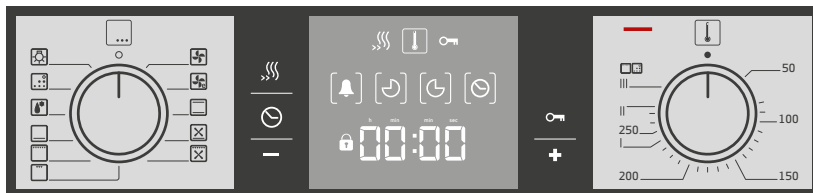
- Touch **M** repeatedly until the minute minder indicator flashes
- Then touch **+** or **-** to select the required duration for the minute minder. When the correct duration shows on the display, either touch **M** or wait for approximately five seconds. The minute minder indicator will remain lit to confirm the minute minder is on
- When the countdown is complete, there will be an alert beep which will continue for two minutes and the minute minder indicator will flash. To switch off the alert beep, touch any key

Please note: At the end of the countdown, the minute minder will not switch off the oven. Remember to turn off the oven manually.

INSTRUCTIONS FOR BOSCH BUILT IN OVEN (Treehouse only)

Control panel

Here you will see an overview of the control panel. All of the symbols never appear in the display at the same time. Depending on the appliance model, individual details may differ.



The control knobs are retractable. To lock it in or out, press the control knob in the off position.

Buttons

The sensors are located under the individual buttons. They must not be pressed too firmly. Only touch the corresponding symbol.

Buttons and display













You can use the buttons to set various additional functions. On the display, you can read the values that you have set.

	Button	Use
	Rapid heating	Heats up the oven particularly quickly.
	Time setting options	Select the timer , cooking time , end time , and clock .
	Childproof lock	Locks and unlocks oven functions.
	Minus	Decreases the set values.
	Plus	Increases the set values.

The time-setting option that is currently selected in the display is indicated in brackets [] around the corresponding symbol. Exception: for the clock, the symbol only lights up if the time is being changed.











Function selector

Use the function selector to set the type of heating.




	Setting	Use
	Off position	The oven switches off.
	3D hot air	For cakes and pastries on one to three levels. The fan distributes the heat from the heating ring in the back panel evenly around the cooking compartment.
	Hot air eco	For cakes and pastries, bakes frozen and convenience products, meat and fish on the one level without pre-heating. The fan evenly distributes the energy efficient heat of the ring heating element around the cooking compartment.
	Top/bottom heating	For cakes, bakes and lean joints of meat (e.g. beef or game) on one level. Heat is emitted evenly from the top or bottom.
	Pizza setting	For one quick preparation of frozen products without preheating. E.g. pizza, chips or strudel. The bottom heating element and the ring heating element in the back panel heat up.
	Hot air grilling	For roasting meat, poultry and whole fish. The grill element and the fan switch on and off alternatively. The fan causes the hot air to circulate around the dish.
	Grill large area	For grilling steaks, sausages, bread and pieces of fish. The whole area below the heating element becomes hot.
	Grill small area	For grilling small amounts of steaks, fish, sausages and bread. The centre part of the grill element becomes hot.
	Bottom heating	For preserving, browning and final baking stage. The heat is emitted from below.
	Defrost	For defrosting, e.g. meat, poultry, bread and cakes. The fan causes the warm air to circulate around the dish.
	Self-cleaning	For automatic cleaning of the cooking compartment. The oven heats up and the dirt disintegrates.
	Oven light	Switches on the oven light.

*Type of heating used to determine the energy efficiency class in accordance with EN50304.

If you make settings, the  symbol lights up in the display. The oven light in the cooking compartment switches on briefly during the heating up phase when top or bottom heating is used.

	Setting	Meaning
	Off position	The oven does not heat up.
50-300	Temperature range	The temperature in the cooking compartment in °C. Exception: the maximum temperature for  3D hot air,  hot air eco and  pizza setting is 275°C for  defrost it is 60 °C.
	Grill settings	The grill settings for  small and  large area grills. = setting 1. low = setting 2. medium = setting 3. high
	Cleaning levels	The cleaning levels for  self-cleaning. = level 1. gentle = setting 2. medium = level 3. intensive

Heating symbol


While the oven is heating up, the  symbol is lit in the display. When the optimum time for placing the dish in the oven has reached and the oven is maintain temperature, the  symbol is no longer lit. The  symbol never lights up during grilling and cleaning.

COOKING COMPARTMENT

The oven light is located in the cooking compartment. A cooking fan protects the oven from overheating.

Oven light

During operation, the oven light in the cooking compartment is on. When temperatures up to 60°C are selected and when self-cleaning is activated, the light switches off. The enables precise temperature regulation.

The  setting on the function selector can be used to switch on the light without heating the oven.

Cooling fan

The cooling fan switches on and off as required. The hot air escapes above the door. Caution: do not cover the ventilation slots. Otherwise the oven will overheat. So that the cooking compartment cools down more quickly after operation, the cooling fan continues to run for a certain time afterwards.

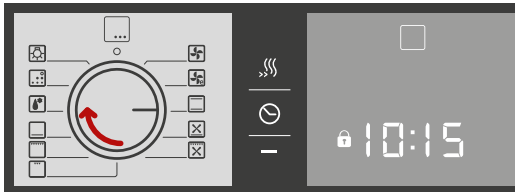
SETTING THE OVEN

There are various ways in which you can set the oven. Here we will explain how you can select the desired type of heating and temperature or grill setting. You can select the oven cooking time and end time for your dish. Please refer to the section on setting the time-setting options.

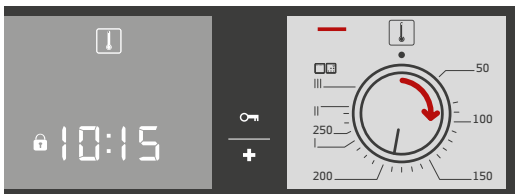
Type of heating and temperature

Example in the picture — top/bottom heating at 190°C.

1. The function selector is used to set the type of heating



2. Set the temperature or grill setting using the temperature selector



The oven begins to heat up.

Switching off the oven

Turn the function selector to the off position.

Changing the settings

The type of heating and temperature or grill setting can be changed at any time using their respective selectors.

Your oven has various time-setting options. You can use the ☹ button to call up the menu and switch between the individual functions. All the time symbols are lit when you can make settings. The brackets [] show you which time setting option you have currently selected. A time-setting option which has already been set can be changed directly with the + or - button when the relevant time symbol is in brackets.

TIMER


You can use the timer as a kitchen timer. It runs independently of the oven. The timer has its own signal. In this way, you can tell whether it is the timer or a cooking time which has elapsed.


1. Press the  button once.

The time symbols light up in the display and the brackets are around .

2. Use the  or  button to set the timer duration.

Default value for  button = 10 minutes



Default value for  button = 5 minutes

After a few seconds, the time setting is adopted. The timer starts. The  symbol lights up in the display and the timer duration counts down. The other time symbols go out.

The timer duration has elapsed

A signal sounds. 00:00 is shown in display. Use the  button to switch off the timer.

Changing the timer duration






Use the  or  button to change the timer duration. After a few seconds the change is adopted.

Cancelling the timer duration

Use the  button to reset the timer duration to 00:00. The change will be adopted after a few seconds. The timer is switched off.



Checking the time settings

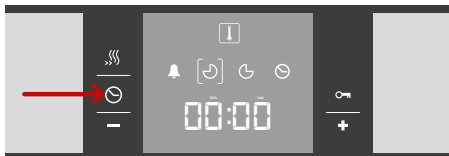
If several time-setting options are set, the relevant symbols are illuminated on the display. The symbol for the time-setting option that is visible in the display shown in the brackets.

To call up the  timer,  cooking time,  end time, or  clock, press the  button repeatedly until the brackets are around the relevant symbol. The display shows the value for a few seconds.

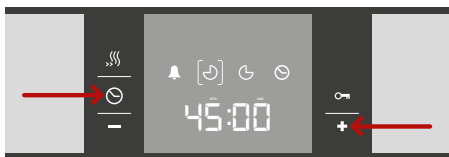
COOKING TIME


The cooking time for your dish can be set on the oven. When the cooking time has elapsed, the oven switches itself off automatically. This means that you do not have to interrupt other work to switch off the oven. The cooking time cannot be accidentally exceeded.

1. Use the function selector to set the type of heating
2. Set the temperature or grill setting using the temperature selector
3. Press the  button twice.
00:00 is shown in the display.
The time symbols light up and the brackets are around 





4. Use the **+** or **-** button to set the cooking time.
Default value for **+** button = 30 minutes.
Default value for **-** button = 10 minutes




The oven will start up in a few seconds. The cooking time counts down on the display and the  symbol lights up. The other time symbols go out.


The cooking time has elapsed

A signal sounds. The oven stops heating. 00:00 is shown in the display. Press the  button. You can set a new cooking time using the **+** or **-** button. Or press the  button twice and turn the function selector into position.

Changing the cooking time






Use the **+** or **-** button to change the cooking time. After a few seconds, the change is adopted. If the timer has been set press the  button beforehand.

Cancelling the cooking time

Use the **-** button to reset the cooking time to 00:00. After a few seconds, the change is adopted. The cooking time is cancelled. If the timer has been set, press the  button.

Checking the time settings

If several time-setting options are set. The relevant symbols are illuminated on the display. The symbol for the time-setting option that is visible in the display is shown in brackets.

To call up the  timer,  cooking time,  end time, or  clock, press the  button repeatedly until the brackets are around the relevant symbol.

END TIME

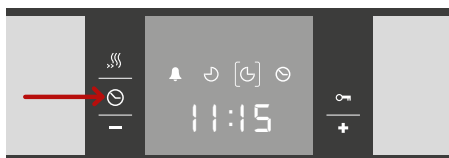
You can change the time at which you wish your dish to be ready. The oven starts automatically and finishes at the desired time. You can, for example, put your dish in the cooking compartment in the morning and set the cooking time so that it is ready at lunch time.

Ensure that the food is not left in the cooking compartment for too long as it may spoil.

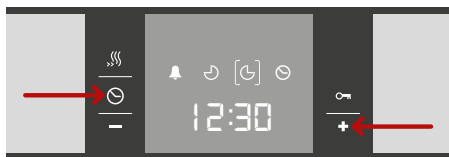
Example in the picture: it is 10:30am, the cooking time is 45 minutes and the oven is required to finish cooking at 12:30pm.

1. Adjust the function selector
2. Set the temperature selector
3. Press the ☹ button twice
4. Use either + or - button to set the cooking time
5. Press the ☹ button

The brackets are around ☺. The time when the dish will be ready is displayed.



6. Use the + or - button to set a later end time.



After a few seconds the oven adopts the settings and switches to standby position. The time at which the dish will be ready is shown in the display and the ☺ symbol is in brackets. The 🔔 and ☹ symbols go out. When the oven starts, you can see the cooking time counting down in the display and the ⌚ symbol is in brackets. The ☺ symbol goes out.

The cooking time has elapsed

A signal sounds. The oven stops heating. 00:00 is shown in the display. Press the ☹ button. You can set a new cooking time using the + or - button. Or press the ☹ button twice and turn the function selector to the off position. The oven switches off.

Changing the end time

Use the + or - button to change the end time. After a few seconds the change is adopted. If the timer has been set, first press the ☹ button twice. Do not change the end time if the cooking time has already started to elapse. The cooking result would no longer be correct.

Cancelling the end time

Use the **—** button to reset the end time to the current time. After a few seconds, the change is adopted. The oven starts. If the timer has been set, first press the **⌚** button twice.

Checking the time settings

If several time-setting options are set, the relevant symbols are illuminated on the display. The symbol for the time-setting option that is visible in the display is shown in brackets.

To call up the **🕒** timer, **🕒** cooking time, **🕒** end time, or **⌚** clock, press the **⌚** button repeatedly until the brackets are around the relevant symbol.

CLOCK

After the appliance is connected or following a power cut, the **⌚** symbol and four zeros light up in the display.

Set the clock

1. Press the **⌚** button
The time 12:00 is shown in the display
2. Use the **+** or **—** button to set the clock

After a few seconds, the time that has been set is adopted.

Changing the clock

No other time-setting option should have been set.

1. Press the **⌚** button four times.
The time symbols light up in the display and the brackets are around **⌚**.
2. Use the **+** or **—** button to change the clock

After a few seconds, the time that has been set is adopted.

Hiding the clock

You can hide the clock. For more information, please refer to the section changing the basic settings.

CHILDPROOF LOCK

The oven has a childproof lock to prevent children from switching it on by accident.

The oven will not respond to any settings. You can still set the clock and the timer when the childproof lock is activated.

Note: If a hob is connected, it will not be affected by the childproof lock on the oven.

Activating the childproof lock

The function selector must be set to the off position.

Press and hold the **🔒** button for approximately four seconds.

The **🔒** symbol appears in the display. The childproof lock is activated.

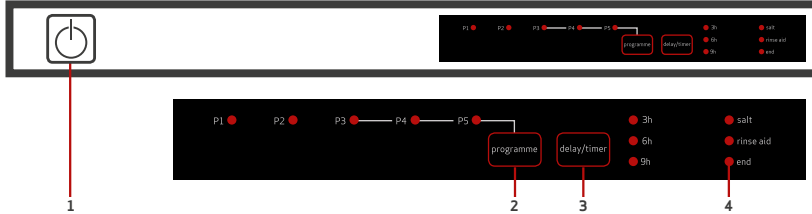
Deactivating the childproof lock

Press and hold the **🔒** button for approximately four seconds.

The **🔒** symbol goes out in the display. The childproof lock is deactivated.

INSTRUCTIONS FOR MONTELLIER DISHWASHER

The Control Panel



1. Power On/Off Button

2. **Programme Selection Button** – Allows you to select a suitable programme.

3. **Delay Timer Button** – You can delay the start of a programme by 3, 6 or 9 hours by pressing this button. The delay will increase by 3 hours each time the button is pressed, once you have the required delay press the programme selection button. If you wish to change or cancel the delay, you can adjust it with the delay timer button as it will be activated/deactivated according to the last value entered.

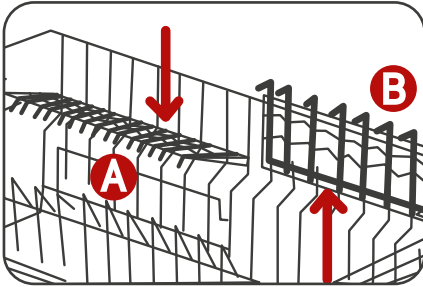
4. **Salt Warning Indicator** – When your machine needs salt the salt warning indicator will come on. Please report to Guest Services.

Rinse Aid Warning Indicator – When there is insufficient rinse aid in your machine the rinse aid warning indicator will come on. Please report to Guest Services.

End of Programme Indicator – When a programme has ended the end of programme indicator will come on. Additionally your machine will sound a buzzer 5 times.

LOADING THE BASKETS

Upper Basket

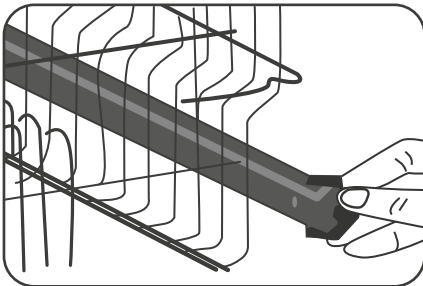


There are folding dish racks on the upper basket of your machine.

You can use these dish racks in an open or closed position depending on whether you want to place cups, long glasses, or cutlery on them.

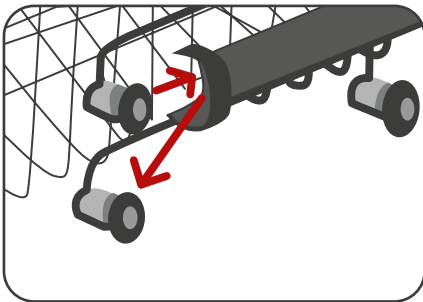
Ensure that items are not blocking the rotation of the top spray arm.

Upper basket height adjustment



The upper baskets location can be altered as shown in the image to the left.

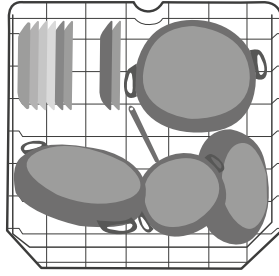
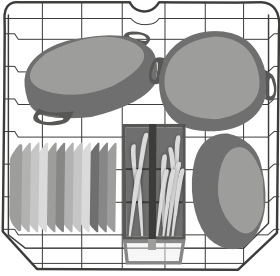
The benefit of this is by dropping or moving the basket up in the machine you will have more space either below or above the larger items.



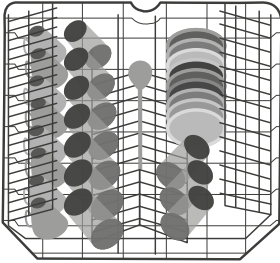
In order to change the height, remove the basket by shifting the clip at the end of the rail to the side.

You can then reposition the basket on the other wheels, do not forget to shift the clip at the end of the rail back into position to lock the basket and prevent it from sliding out.

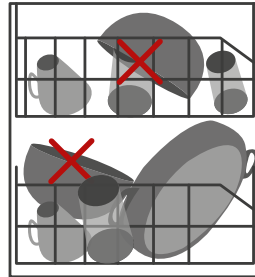
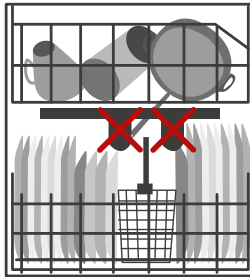
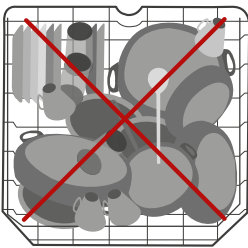
Lower basket



Upper basket

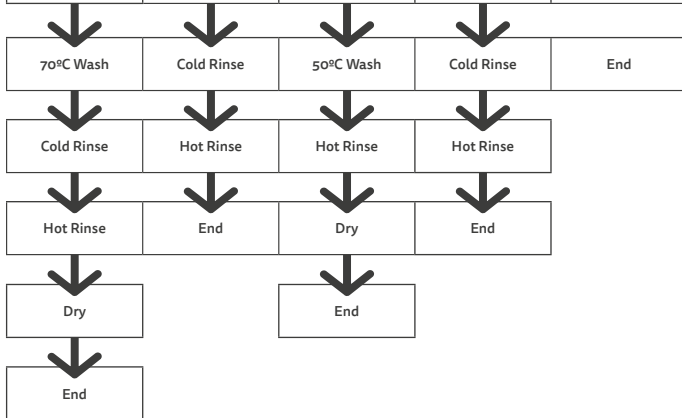


Incorrectly distributed loads



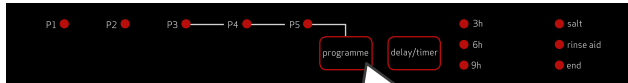
Programme Selection Table

Programme Names and Temp	Intensive 70°C (P1)	Super 65°C (P2)	Eco 50°C (P3)	Quick 40°C (P4)	Prewash No Heat (P5)
Type of Food Waste	<ul style="list-style-type: none"> • Soups • Sauces • Pasta • Eggs • Pilaf • Potato • Oven Dishes • Fried Food 	<ul style="list-style-type: none"> • Soups • Sauces • Pasta • Eggs • Pilaf • Potato • Oven Dishes • Fried Food 	<ul style="list-style-type: none"> • Coffee • Milk • Tea • Cold Meats • Vegetables 	<ul style="list-style-type: none"> • Coffee • Milk • Tea • Cold Meats • Vegetables 	<ul style="list-style-type: none"> • Pre-wash to rinse and loosen residue • Await full load • Select a programme
Level of Soil	Heavy	Medium	Medium	Light	/
Detergent Amount B: 25cm ³ /15cm ³ A: 5cm	A+B	A+B	A+B	B	/
	Prewash	65°C Wash	Prewash	40°C Wash	Prewash



Selecting a Programme

When you select a programme with the programme selection button the light of the selected programme turns on and the end of programme indicator turns off.

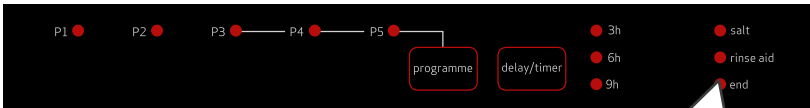


Once the power on/off button is pressed, the end of programme indicator turns on.

1. Press the power on/off button
2. Select the programme suiting your dishes via the programme selection button
3. Close the door. The programme starts automatically

Note: If you decided not to start the machine after selecting the programme, just press the on/off button. Your machine will be ready for a new programme to be selected when you next press the on/off button.

Programme Follow-Up

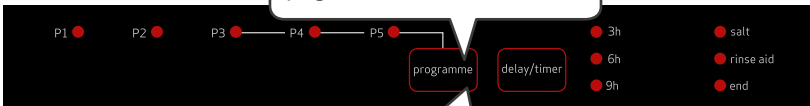


The end of programme indicator turns on when a programme is complete. Your machine will also sound a buzzer five times.

Changing a Programme

If you would like to change programmes whilst a wash programme is in process do the following:

Open the door carefully and select a new programme by pressing the programme selection button.

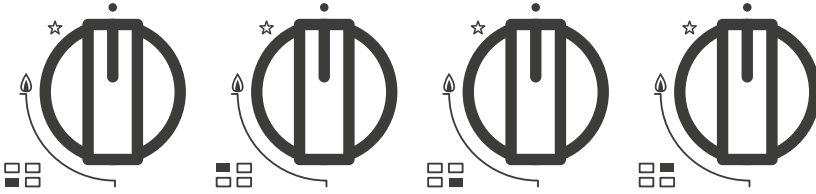


After closing the door, the new programme will resume in place of the old programme.

Note: When the door of the machine is opened to stop a wash programme, ensure that the door is opened slightly at first to avoid water spillage.

INSTRUCTIONS FOR MONTPELLIER GAS HOB

Igniting and Operating the Gas Burners



- Push in and turn the required burner control knob anti-clockwise to the maximum heat setting (large flame)
- You will hear an audible click from the spark ignition
- Continue to maintain pressure on the control knob for a few seconds after the burner has ignited and the flame is stable
- If you fail to maintain pressure on the control knob, the burner will either not light or the flame will go out
- Once the flame is stable you can turn the burner down to a lower heat setting, if required
- When you have finished using the burner, turn the burner control knob back to the 'off' position and beware that the burner and pan support will remain hot for a period of time

Hot Burners and Pan Supports

Please note: That the gas burners, burner caps and pan supports will remain very hot for some time after the burner has been switched off. You must take care until the parts have cooled down completely. Never clean the hob surface, burners and/or pan

INSTRUCTIONS FOR MONTPELLIER GAS OVEN

The control panel is shown in figure 5. The knobs on the control panels control the oven to operate at desired temperatures in relevant functions. The knobs can be turned both in a clockwise and anti-clockwise direction. Please turn the knob to the desired positions.

Please note: The higher figures written on the knob is higher heat.

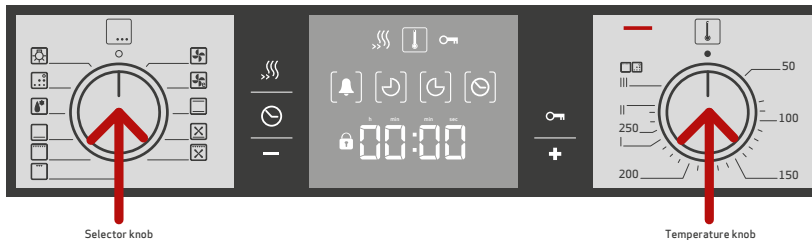


Fig. 5

Images are for illustrative purposes only and may vary on appliance.

Operating the Oven Burners:

Lower Burner

Turn the burner knob left to the 'max' position. After ensuring the gas flow, press the ignition button and turn it. Since the tap is safety controlled, press the burner knob for 10 seconds (You can adjust the desired temperature between 'max and min' positions).

Upper Burner:

Turn the burner knob right to the 'max' position. After ensuring the gas flow, press the ignition button and turn the grill burner knob. Since the tap is safety controlled, press the burner knob for 10 seconds (you can adjust the desired temperature between 'max and min' positions).

Attention: After using your oven, the oven light may stay lit until the oven has gotten down to a safe temperature. This is normal and you shouldn't be worried by this

Grilling in Your Oven:

Turn the oven temperature knob to the  position. We advise you to use the grill wire tray inside of the grill pan when grilling.

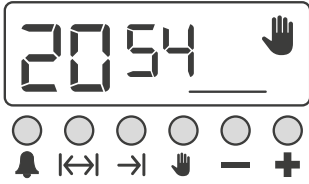
If you decide you would like to use the wire shelf for grilling, we recommend you use the oven/grill tray underneath the wire shelf to catch any excess oil or fat that will drip down.

To make life easier for cleaning purposes, we would suggest a little bit of water in the bottom of the oven/grill tray before use as this will stop the oil or grease from sticking to the bottom of the tray and/or being burnt onto the bottom making it harder to clean.

You can then pour away the excess water and clean the tray with a little more ease. You could also oil or butter the grill wire. This should stop food from sticking to the wire or shelf, making it easier to clean.

We recommend also to preheat your grill 5-10 minutes before use to get the most effective results.

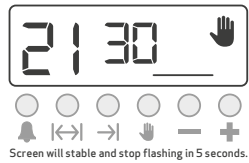
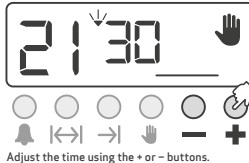
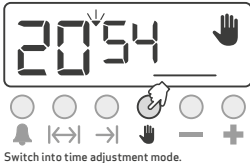
Adjusting the Timer: General overview for Digital Timer



This Montpellier oven has a programmable timer. This enables you to programme the cooking of your food to be ready at a desired time. You can just programme the oven to come on at the time you require and at the correct temperature. It can also be used as a minute minder which has an end time audible alarm.

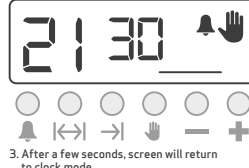
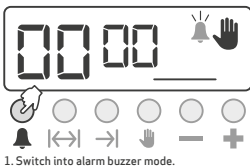
General overview for digital timer

You can adjust the displayed time only on the basis that no automatic cooking programmes are in progress (there should be just the time and the hand 🖐️ icon on the screen) Press the hand 🖐️ button. You should then see a small triangle between the hours and minutes. These will start to flash. Use the + and - buttons for adjustment. Long presses of the said buttons will enable faster adjustments.



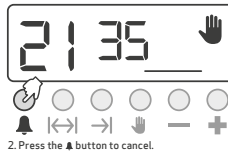
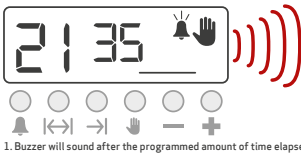
Adjusting the buzzer alarm

With this feature, you can program after how much elapsed time you should be warned by a buzzer sound.



Note: Once programmed, the remaining time can be seen by pressing the 🔔 button once.

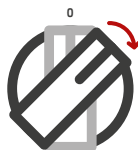
Cancelling the buzzer sound



Automatic cooking programme

If you want to start cooking immediately, you just have to put in the cooking time.

Example: We placed our food into the oven and want it to be cooked for 2 hours and 15 minutes.

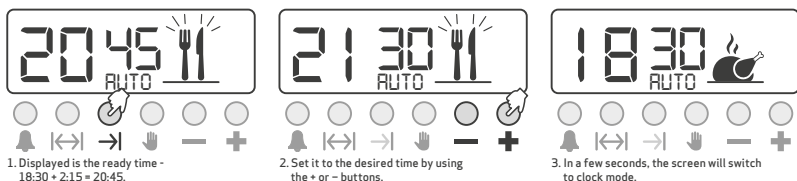


4. After a few seconds, the screen function and/or temperature knobs of your oven will indicate that cooking has started and will show the current time.

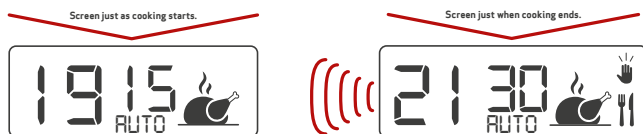
Now you have programmed your oven to cook the food for 2 hours and 15 minutes.

Note: You may cancel the automatic cooking mode at any time by pressing the button.

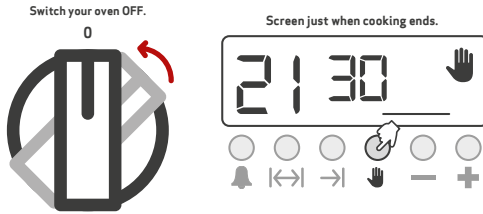
In the above example, cooking will start immediately after giving the cooking period. By pressing the button, you can see the food ready time. If you want, you can also change it. In the example below, the food ready time will be changed to 21:30.



We now have programmed the oven to get the food ready for 21:30. Since the cooking time was pre-programmed as 2 hours and 15 minutes, your oven will start cooking at 19:15 so that the food will be ready at 21:30.



When automatic cooking is complete, a buzzer alarm will start to sound for up to 7 minutes unless stopped.

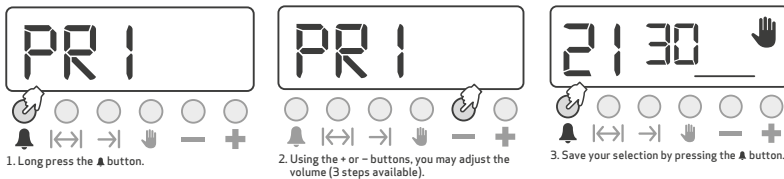


Note: Your oven will inoperative until you reset the timer. During the automatic cooking programme, the backlight colour of the screen will be green before and red during cooking.

Mains power interrupts will switch the oven into 'OFF' mode. In that case, the hand icon on the screen will flash and 12:00 will be displayed. Any cooking programme will also be cancelled. Press the button. Switch to adjust the clock (see: time of day adjustment).

Note: If you are not using the oven right now, be sure that it is in the 'OFF' position. Flashing hand icon indicates that your oven is inoperative and you should press the button to reset

Buzzer volume adjustment



Programme options – buzzer tone adjustment

Press the button for 5 seconds (until you see 'PR 1' on the screen)
 Press the button to decrease buzzer volume.
 Press the button to increase buzzer volume (default setting is already high).
 Press the button to record the last heard tone.

Note: To exit without recording, press the button.

Default

Buzzer – high tone
 Click tone – ON

Emergency Information

In the event of emergency, please use the Emergency number in the 'Useful Telephone Numbers' section.

FIRE ACTION

In Your Accommodation

On arrival, please familiarise yourself with emergency procedures for dealing with fire. Notices are present in all accommodation. Floor plans are present in Apartments and Hotels. Please make sure your whole family is aware of the escape routes.

Smoke detectors are provided for your safety and must not be disabled. Please report to Guest Services if the detector is faulty or is particularly sensitive.

Please Note: Boiler Rooms/Storage Areas within the accommodation are not suitable for sleeping in. In addition, do not leave items in contact with the boiler.

If you discover a fire:

- Raise the alarm.
- If safe to do so, tackle a small fire with the extinguisher provided.
Do not put yourself at risk.
- Evacuate the property and alert neighbours if possible.
Do not stop to collect belongings.
- If this has not occurred already, report the fire to Guest Services/Security by the nearest phone. Use the emergency phone number.
- Do not return to the building until authorised to do so.

Public Buildings

Staff in all public buildings receive regular training in fire evacuation procedures and will supervise the evacuation should the fire alarm sound.

Designated assembly areas are provided outside all buildings.

Please do not be anxious. Rest assured if you are separated from other members of your party at the time of the alarm, they will have been evacuated to an alternative location. We will do our best to reunite you as soon as possible.

We advise parties that have been separated to agree a rendezvous point, for example to return to your accommodation.

Children's play areas in particular receive immediate attention when a fire alarm occurs and the evacuation and assembly point is closely supervised.

Parents separated from their children should make their way to the assembly point assigned to the children's play area as soon as it is safe for them to do so.

Alternatively, on being informed of a false alarm please return to the play area to collect your child.

FIRE PREVENTION

For your own safety please read the safety instructions located within your accommodation. Smoke alarms are fitted in all accommodation, they are fitted with a hush button to reduce nuisance alarms. If a nuisance alarm occurs press the test button this will silence the alarm for ten minutes after which it will reset itself. If more smoke is detected the alarm will operate as normal.

If you have any disability including impaired hearing or sight, please inform Guest Services.

Please remember that you are in a forest environment. In order to minimise the risk of outbreak of fire there are a number of important measures to remember:

- Do not light fires in the forest.
- Dispose of matches and cigarettes carefully.
- You must not bring fireworks or sparklers onto the Village. Any guest found to be using their own fireworks will be asked to leave the Village.
- Use and dispose of barbecues correctly.
- At certain times of the year the entire forest will be declared a 'high risk fire' area. Barbecues and smoking outdoors other than on accommodation patios and in pre-notified areas close to Central buildings will not be permitted. Signs will be displayed.

Barbecues

We will listen to local advice and assess weather conditions. If we do experience long dry periods we may need to introduce a barbecue ban. If we do this, we'll text any guests impacted as soon as possible.

Local hospital

If you require directions to the nearest Accident & Emergency hospital, please contact the Security or Guest Services team for assistance.

MEDICAL EMERGENCIES

The First Aid Centre is open daily, 9am to 5pm.

Please call the First Aid Centre for an appointment.

Our First Aid and Emergency Technicians are on hand to offer first aid assessment and advice. If you need to see a GP, we can help you make contact with local medical facilities, who will assess you and offer further advice, access to medical care, or suggest a route for you to access care.

Outside opening hours please see the 'Useful Telephone Numbers' section for contact details. If you require immediate hospital assistance, dial 9 for an outside line from an internal telephone then dial 999, alternatively contact Guest Services to make the call on your behalf. If you do not have a phone in your lodge and mobile signal is limited please use the emergency telephone boxes located around the Village and highlighted on the village map.

Please let us know if you dial 999 direct so we can ensure that the emergency services get to you as soon as possible. If you contact an Emergency service yourself, please make Guest Services aware.

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Help us to improve our service by completing your Center Parcs questionnaire. This will automatically be sent via email when you get home. You will also be entered into a prize draw to win a Center Parcs break!