

The Safety Guide

Whinfell Forest | Sherwood Forest | Elveden Forest | Woburn Forest | Longleat Forest



Useful Telephone Numbers

| | Guest Services | | Security | | Emergency | |
|------------------------|----------------------------|----------|---------------|----------|---------------|----------|
| | External | Internal | External | Internal | External | Internal |
| Whinfell Forest | 01768 893 000 ext. 3130 | 3130 | 01768 893 023 | 3023 | 01768 893 003 | 3333 |
| | External | Internal | External | Internal | External | Internal |
| Sherwood Forest | 01623 827 427 | 7427 | 01623 827 431 | 7431 | 01623 827 517 | 7333 |
| | External | Internal | External | Internal | External | Internal |
| Elveden Forest | 01842 894 452 | 4452 | 01842 894 111 | 4111 | 01842 894 444 | 4444 |
| | External | Internal | External | Internal | External | Internal |
| Woburn Forest | 01525 842 855 | 2855 | 01525 842 803 | 2803 | 01525 842 999 | 2999 |
| | External | Internal | External | Internal | External | Internal |
| Longleat Forest | 01985 848 329 | 8329 | 01985 848 321 | 8321 | 01985 213 629 | 8333 |

www.centerparcs.co.uk

ISO 14001 – a natural step for us. Center Parcs has the International Standards Organisation Certificate for its environmental management systems reflecting a responsible environmental and green policy. Printed on chlorine-free coated paper using wood pulp from managed sustainable forests.

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Staying Safe During your Break

We're sure you'll have a great time here at Center Parcs. To ensure you have a safe stay with us, we have prepared this booklet on safety and security. Please read and follow the advice given. Should you have any queries or problems during your break, or wish to report any suspicious events or accidents, please contact Guest Services who will assist.

While we make every effort to ensure your wellbeing during your stay, please remember that you remain responsible for the safety of yourself and others in your party, especially children.

Security

For your safety, our Security team patrol the village from time to time, but it is impractical for Center Parcs to guarantee the security of your property.

Your personal belongings are your own responsibility during your break with us. Do not leave property unattended or unsecured – use the lockers and safety deposit boxes provided

First Aid Centre

The First Aid Centre is open daily from 9am to 5pm. Outside opening hours for First Aid please contact Guest Services or Security on the relevant number on the inside cover or for medical advice please contact NHS 111.

Please contact the First Aid Centre if you require a Sharps container; please only dispose of needles in these containers.

If you require an ambulance, dial 999 or contact us on the Emergency Phone Number on the inside cover of this guide. Please be aware that the First Aid Centre is unable to administer or provide medication.

Lost Medication

If you lose any medication during your break, please contact the First Aid Centre, Guest Services or Security immediately on the relevant number on the inside cover. This will allow us to attempt to locate the lost medication for the safety of everyone, or to assist in sourcing replacement medication.

Emergency Services

If you contact the emergency services directly please inform Guest Services or Security of the situation; this will assist us and prevent any delay to the emergency services entering the village.

Dangerous Items

You may not bring or use any fireworks – including sparklers – or Chinese lanterns, shotgun, knife, firearm, air weapon, archery equipment, illegal substances or similar item to any village under any circumstances.

Drones are not permitted at Center Parcs. This is not just a Center Parcs Policy but to meet Government requirements in accordance with the Civil Aviation Authority.

Fire Prevention

Please remember 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 other than in your lodge fireplace/log burner**
- **Fire pits or camp fires are not permitted at Center Parcs due to the fire risk they present**
- **Only fire logs of the type sold in the ParcMarket can be burned on our fires and log burners. Only one log may burn at a time**
- **Do not leave items unattended on cookers or in ovens or grills**
- **Do not bring your own cooking equipment to any village**
- **Dispose of matches and cigarettes carefully**
- **Do not bring fireworks, Chinese lanterns or sparklers onto the village. Any guest found to be using these will be asked to leave the village**
- **Use and dispose of barbecues correctly**
- **Please use candles and tea lights with care and do not leave unattended. Ensure these are fully extinguished before leaving your accommodation.**

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 and the information channel on your television will alert you to this fact.

Barbecues

- Barbecues are only permitted on the patios of your accommodation. If you are staying in the Apartments, Spa Suites or a Hotel, barbecues are not permitted at all
- 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
- All accommodation features brick-built barbecue holders on the patio which are suitable for disposable barbecue trays. Disposable barbecues are available for sale in the ParcMarket
- Some accommodation features mains gas barbecues
- Portable gas barbecues are not permitted
- Please ensure the barbecue is situated on the patio and not on the grass

- Only lumpwood charcoal may be used
- Only proprietary barbecue lighting products may be used

Fire Action – In Your Accommodation

Upon arrival, please familiarise yourself with emergency procedures for dealing with fire.

Notices are present in all accommodation. Floor plans are present in Apartments. 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.

Children's Safety

Although you are on a short break, it is vital to know where your children are and to supervise them at all times, particularly in play areas, in the Subtropical Swimming Paradise, near water and on their cycles. Please be aware that open water is present and exists throughout the village and close to most accommodation. Please supervise your children carefully on balconies and ensure they do not climb on furniture.

Unless we have agreed to supervise them, all children under 8 taking part in activities must have parental supervision. It may also be requested in other instances. Center Parcs staff do not supervise children's play areas, indoor or outdoor.

For all supervised activities you must provide contact details so we can contact you during the session, sign your child in or out, or provide a password if they are under 8 and collect your child at the correct time.

Child car seats will no longer be provided should you need to travel in a Center Parcs vehicle whilst on village. You may use and fit your own car seat should you wish to, at your own risk.

You must tell us when you book any activity if your child has a medical condition, allergy or normally carries an EPI-PEN/ANAPEN/JEXT. The only medication our staff may administer to a child under our supervision is a prescribed EPI-PEN/ANAPEN/JEXT. You must bring it with you, ensuring the date is valid, or your child will not be able to join the session.

Due to cold weather/frozen ground we may need to close our play areas. Please adhere to any safety signage in place and do not breach any temporary closure.

Due to high temperatures some of our play equipment may become too hot to use where skin is not covered. Please ensure supervision of your children at all times when using such equipment.

Child Safeguarding

It is our policy to refer incidents or allegations of concern about a child in our care or staying at one of our villages to an appropriate external organisation, should we in our sole discretion deem it necessary.

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, during this time 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.

Your Guide to Swimming Safely

Pool Hygiene/Changing Facilities

Please encourage children to use the toilet before swimming and ensure that babies wear a swim nappy. Disposable swim nappies are available to purchase from the ParcMarket and Pool Information Desk.

You must not enter the water if you have suffered from a gastro-intestinal upset involving diarrhoea within the past 48 hours. You may not enter the water if you have suffered from confirmed Cryptosporidium infection within the past 14 days. All cuts and open wounds or contagious conditions must be covered with a waterproof dressing.

In and Around the Pool

Please take care around the pool and in changing rooms. Do not run. Floor surfaces can be slippery when wet. Strictly no diving and no jumping-in policies operate in all our pools. Large inflatable toys or boats are not permitted into the pool. Snorkels and masks are allowed only in pools when waves are not in operation or you are not on an activity. Snorkels and masks are not permitted in the Lazy Rivers or Wild

Water Rapids. No masks with glass are permitted anywhere in the pool area.

Ultra Violet radiation is not excluded from natural sunlight in the Subtropical Swimming Paradise at any of our villages, therefore sun protection lotion is recommended.

Supervision in Pools

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

- Under 4 years: One child per responsible person of at least 16 years of age
- 4 to 7 years: Two children per responsible person

Regardless of age, weak or non-swimmers should be supervised at all time, by an adult swimmer in close contact. 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 they apply to are identified by notice in the relevant areas of the pool. Children's swim jackets, are available free of charge for use in the pool. These are swimming aids and not lifejackets and all children using swimming aids must be supervised at all times. A small number of larger sizes are available.

Flumes, Slides and Water Rides

Plaster casts are not permitted on flumes, slides, Wild Water Rapids, Grand Cascade, Canyon Ride, Tropical Cyclone, Twister and Typhoon. No unaccompanied children under the age of 8 may use the raft rides as we're unable to seat them with other guests.

Photography in the Pool

Photography (still, digital and video) is not permitted in any changing areas within our villages. Only non-intrusive photography of your own party and friends is permitted in our villages and particularly in the Subtropical Swimming Paradise. In the interest of safety, 'selfie sticks' and handheld cameras are not permitted on any flumes, slides, rapids or water rides. You may not carry out photography for commercial purposes, publication or similar purposes in any part of our villages.

Pregnant Guests

We strongly advise that pregnant guests do not use slides, rapids and cold plunge pools. This is due to the chance of accidental impact with surfaces or other users during use.

Certain rides and features such as hot whirlpools, hot tubs, saunas and steam rooms have specific restrictions on use by pregnant guests. These are clearly highlighted on signage and are due to either potential for impact or temperatures in excess of those recommended during pregnancy. Please note these restrictions also relate to accommodation facilities and are highlighted on signage at accommodation.

Leisure Activities

Warming up

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

Safety Equipment

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

The use of safety equipment is strongly recommended during roller skating and rollerblading sessions. Shinguards are available for football activities upon request and are compulsory for supervised children's footballing activities. Goggles are available for squash upon request.

Health Questionnaires

If you wish to participate in certain activities, you will be required to complete a health questionnaire or declaration.

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



Please note that for children and young people under 18 years of age the health questionnaire must be signed by a responsible person. If an unaccompanied young person attends an activity without a completed questionnaire they will be unable to participate until a questionnaire is completed. If you completed a web booking 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.

Around the Village

Cycling, Scooters, Rollerblades, etc

We recommend that all cyclists wear a helmet. If you bring your own cycle you must make sure it is in good working order. Cycle on the left, give consideration to other cyclists and pedestrians and keep to the prepared / allocated cycle paths.

Cycling is strictly prohibited in and around the main buildings and on other designated routes within busy areas. The use of e-scooters, hoverboards or any similar equipment powered by motors is not permitted on any of our villages. Electric bikes may still be used as these are power assisted. Non-powered scooters, rollerblades or other wheeled toys may be used on designated cycle paths, but should not be used in any of the main buildings, thoroughfares or any other area where cycling is prohibited.

Guests are not permitted to attach their own cycle trailers to Center Parcs cycles.

Please use cycle ramps next to steps to lodges to wheel your cycle down. Do not ride down the ramps.



Walking

Please be aware that tracks can become weathered. Please wear appropriate footwear. The level of lighting around the village is designed not to compromise the rural environment.

You may find a torch useful in the evenings. Please keep to prepared roads and paths at all times.

Driving Safely Around the Village

With the exception of Mondays and Fridays, guests driving onto the village is strictly prohibited without specific authorisation.

Please use great care when driving and adhere to the on village speed limit of 10mph. 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.

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.

For your safety, diving, swimming and paddling are forbidden in all lakes and waterways around the village. Please do not walk on frozen lakes or waterways or allow your child to do so. Guests' personal craft is prohibited on the lake.



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. Not all ticks carry the disease and the UK is a low risk country for this infection. If you are walking in grassy and woodland areas you can take easy precautions:

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

Also 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.

In the unlikely event that you think you have found a tick on your skin. Please contact the First Aid Centre or NHS 111 for advice or contact your GP as soon as possible if you are at home. Please take a copy of this information with you and show your doctor.

Symptoms normally start between one week and one month after the tick has attached itself to the skin. Early symptoms may include a spreading circular red rash usually around the bite and flu-like symptoms. The illness can be treated with antibiotics and if treated early full recovery is normal.

Animals and Plant Life

Please be cautious when approaching animals or birds as they may bite or injure you. Do not feed squirrels as they 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.

Do not touch any toadstools, mushrooms or berries as they may be poisonous.

Snakes

Snakes, including adders, are among the varied wildlife found on our villages. Adders are venomous 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. The snake will be removed and released

into a safer area of the village. Dogs are particularly vulnerable and must be kept on leads at all times. If a snake bites you, obtain first aid immediately. All snakes are legally protected and must not be harmed.

Dogs

Please keep dogs on a lead at all times when outside your accommodation and ensure they use dog exercise areas located around the village. All dogs, with the exception of assistance dogs, may not be taken into public buildings.

We regret that day visitors may not bring additional dogs with them, except assistance dogs. Please dispose of dog faeces responsibly. Instructions upon this are available in pre-booked pet accommodation. Never leave your dog in your vehicle unattended.

