

## Code of Conduct

# Parkergate Cottages

This Code of Conduct has been created by Boundless by CSMA. All guests attending Parkergate cottages are deemed to have accepted and agreed to be bound by its contents. Our aim is to provide all of our guests with a safe and relaxing holiday environment and therefore draw your attention to the following:

### Safety Information

#### 1. Fire Action

Please make a note of the fire assembly points, which will be pointed out to you on arrival.

In the event of a fire:

- Raise the alarm – follow the instructions detailed in the welcome folder. Evacuate your accommodation immediately, alerting your immediate neighbours if safe to do so.
- Make your way to the fire assembly point and remain there until given further instructions.
- Make no attempt to collect personal belongings.
- If the fire is small and you can do so without causing harm to yourself or others, tackle the fire using the appropriate extinguisher provided in the accommodation.

**Your safety is our main concern. Please advise us at the time of booking and at Reception on check-in should you require any assistance in the event of an emergency – please do not put yourself at risk.**

#### 2. Accident, Incidents and Near Misses

- If you unfortunately experience an accident, incident or near miss on your stay, please inform us as soon as possible. This will enable us to assist you with any first aid you may require and also help us to record the information.
- Please contact a member of staff or go to the main reception where an accident/incident form can be completed

#### 3. Drive Safe

- The speed limit at Parkergate cottages is 5 mph. This is because most of our roads have shared access between vehicles and pedestrians. Please note that exceeding this limit is dangerous and may result in serious personal injury or damage to yourself, your motor vehicle or bicycle.
- All road signs and markings, including but not limited to the one-way system, should be followed.
- Vehicles must only be driven by holders of a current driving licence with adequate third party insurance.

#### 4. Parking

- Users of Parkergate cottages parking facilities do so at their own risk, Parkergate cottages cannot accept any responsibility for accident, damage or loss.

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- Please park in designated areas only.
- You are allocated a parking space/spaces on arrival and if additional vehicle parking is required please contact the manager.

#### 5. Cycling

- Cycling is only permitted on the Parkergate cottages roads/roadways and the speed limit of 5 mph (the pace of someone walking briskly) must be observed. Cycling is not allowed on the grass or footpaths.
- Cyclists must observe any one way system and give way to pedestrians at all times.
- Please make sure that lights are used when cycling outside of daylight hours.
- You are advised to wear a helmet for your own safety.
- Bicycles are not permitted in any of the accommodation.

#### 6. Games

- Ball games are permitted in the areas away from the accommodation units
- In the interests of safety – model aircraft, rope swings, bows & arrows, golfing, hard balls, or any activity likely to cause danger to others or property, are not permitted.
- Kite flying is not permitted in certain areas of our sites due to high winds and overhead cables.

#### 7. Child Supervision

- The supervision and behaviour of all children remains the responsibility of the parent, guardian or accompanying adult at all times.
- Make sure your children know where they are staying and the name/number of your accommodation or pitch number.
- Familiarise them with Parkergate cottages and relevant parts of this code of conduct, showing them where your accommodation is in relation to the facilities.
- For your child's safety it is important for you to know where your child is at all times.

#### 8. Suspicious events

- Please inform a member of staff of any suspicious events at Parkergate cottages no matter how trivial. Also please notify a member of staff of any accidents, hazards or near misses.

#### 9. Barbecues

- Barbeques may be borrowed from Reception. Please dispose of coals in the hot ash bins located through the wood gate in the courtyard
- A £15 deposit is required when hiring a BBQ, this is to cover against loss, damage, or additional cleaning that may be required.
- You are welcome to bring your own barbeques. Please dispose of coals safely in the hot ash bins located through the wood gate in the courtyard

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#### 10. Laundry

- Parkergate cottages have a washing room and communal drying room.

#### 11. Smoking Policy

- Smoking is not permitted in any public buildings or any of the accommodation on site.

#### 12. Mobile Phones

- As Parkergate cottages are situated in rural areas, limited mobile phone signals are received.

#### 13. Property Damage

- The person who places the booking will be held responsible for damage caused to the company's property by the guest or his/her party and may be required to pay the amount to make good, or remedy such damage.

#### 14. Pet Policy

Pets are welcome at Parkergate cottages in selected accommodation, but unfortunately we cannot accept any dogs included in the Dangerous Dog Act, these are; Pit Bull Terrier, Japanese Tosa, Dogo Argentino and Filo Brasileiro.

- Bring your pet's bedding and please adhere to our policy of not allowing animals on furniture or beds.
- Ensure that your pet is properly supervised and does not cause a nuisance or threat to guests or staff at Parkergate cottages.
- Pets may not be left unattended in any of our accommodation.
- Do not take pets into any indoor public areas.
- Guide and assistance dogs are of course welcome at Parkergate cottages.
- Any pets found to be occupying or to have occupied pet-free units will involve a charge, please see the Terms and Conditions (clause 9.2).

#### 15. Noise Pollution

- Please have consideration for other guests and keep noise at a reasonable level at all times. Organised on-site entertainment, including musical entertainment, will usually cease at approx. midnight. New Years is an exception to this rule.
- Please remember that noise carries at night as you return to your accommodation at the end of the evening.