



WHITEMEAD

FOREST PARK

Boundless by CSMA Code of Conduct for Whitemead Forest Park

This Code of Conduct has been created by Boundless by CSMA.

All guests attending a Whitemead Forest Park 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 fire assembly point as detailed on your site plan.

In the event of a fire:

- Raise the alarm, evacuate your accommodation / pitch 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, your safety is our main concern.
- Please advise us at the time of booking and on check-in should you require any assistance in the event of an emergency – please do not put yourself at risk.
- 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.

Guests shall acquaint themselves with the fire safety procedures and comply immediately with fire or other safety drills, alarms and instructions.

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



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3. Drive Safe

- The speed limit at Whitemead Forest Park is 5 mph – the pace of someone walking briskly. 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 Whitemead Forest Park parking facilities do so at their own risk, Whitemead Forest Park cannot accept any responsibility for accident, damage or loss.
- Please park in designated areas only - users of Whitemead parking facilities do so at their own risk,
- You are allocated one parking space per accommodation unit. Any additional vehicles must be parked on the car park for which an additional fee may be charged.

5. Cycling, skateboarding, roller skating and the use of scooters

- Cycling is only permitted on the Whitemead Forest Park roads/roadways and the speed limit of 5 mph (the pace of someone walking briskly) must be observed. Use 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.
- Cycles are not permitted in any of the accommodation.
- Details of cycle hire can be obtained from Reception.
- Hover boards, scooters are not permitted in public areas.
- Guests are advised to ensure all cycles are secured with an adequate solid secure rated lock and ensure all of our cycles are adequately insured.

6. Games

- Ball games and kite flying is only permitted on the field and multi-sport court
- In the interests of safety – model aircraft, rope swings, bows & arrows, golfing, hard balls, drones or any activity likely to cause danger to others or property, are not permitted.



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7. Child Supervision

- Whitemead Forest Park Limited will not tolerate any unacceptable behaviour.
- The supervision and behaviour of all children remains the responsibility of the parent, guardian or accompanying adult at all times.
- Whitemead Forest Park will not tolerate any unacceptable behaviour.
- Make sure your children know where they are staying and the name/number of your accommodation or pitch number.
- Familiarise them with Whitemead Forest Park 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 Whitemead Forest Park no matter how trivial. Also please notify a member of staff of any accidents, hazards or near misses.

9. Swimming Pool

In the interests of safety, guests are required to abide by all pool rules displayed at the poolside.

- You are required to show your Leisure pass at all times when using any of the leisure facilities, otherwise entrance may be refused.
- At certain times, session swimming may occur. Please consult the Forest Point notice board and your Welcome Folder for the current pool timetable.

Swimming Pool Supervision Ratios

- All children from the age **0 – 3 years** must be accompanied in the pool by a responsible adult on a ratio of 1 adult to 1 child. However the ratio can be extended to 1 adult to 2 children if all children are wearing a suitable buoyancy aid.
- All children aged **4 - 7 years** must be accompanied in the pool at all times by a responsible adult on a ratio of 1 adult to 2 children.
- All children aged **8-10 years** must be accompanied in the pool at all times by a responsible adult.
- All children aged **11 – 15 years** must be accompanied in the pool at all times by a responsible adult unless they have passed a swim test.



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10. Steam Room, Sauna, Hot tubs & Fitness Suite

- These facilities are for use by persons aged 16 years and above.
- Please follow guidelines that are displayed at the property.
- In the interests of safety, guests are required to abide by all Leisure Facility rules displayed at the property.
- Guests are advised to seek the advice of their doctor if they have a medical condition that could affect them when using these facilities.
- Users should remove all jewellery, watches and spectacles.
- Pregnant women or guests with medical conditions such as high blood pressure, heart disease, respiratory problems or who are taking medication are advised to consult their doctors before using the facilities

11. Barbecues

- Disposable Barbecues may be purchased from the onsite shop.
- Please remember you are in a forest and all barbecues should be safely away from any timber building, decking, verandas or picnic tables.
- Please do not place the barbeques on any table or directly onto the ground.
- Please dispose of used coals safely, once used please allow to cool sufficiently and dispose of in one of the metal lidded Barbeque bins located in the recycling point

12. Laundry

- Laundry and drying facilities are available at Whitemead Forest Park.
- Washing lines are not permitted anywhere at Whitemead Forest Park. A clothes airer is provided in your accommodation.

13. Smoking Policy

- Smoking is not permitted in any public buildings, or any of the accommodation.
- This includes the use of e-cigarettes.
- Please do not smoke in the entrances of any public buildings

14. Mobile Phones

- As Whitemead Forest Park is situated in a rural area, limited mobile phone signals are received.

15. 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.



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16. Pet Policy

- Pets are welcome at Whitemead Forest Park in selected accommodation at an additional charge. Unfortunately we cannot accept any dogs included in the Dangerous Dog Act, these are; Pit Bull Terrier, Japanese Tosa, Dogo Argentino and Filo Brasileiro
- In the interests of others, please 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 Whitemead Forest Park.
- Please ensure you clean up fully after your pet.
- 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 Whitemead Forest Park.
- 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).
- Any damage caused by pets will incur a charge.

17. Hot Tubs (in accommodation units)

- All users of the Hot Tub must be over 12 years old
- Users should remove all jewellery, watches and spectacles
- Pregnant women or guests with medical conditions such as high blood pressure, heart disease, respiratory problems or who are taking medication are advised to consult their doctors before using the facilities
- Alcohol must not be consumed when using the hot tub

18. 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 Year's Eve 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.

19. Attire

- Appropriate clothing must be worn when participating in certain leisure activities. In such cases, details of recommended clothing will be given.
- Clothing must be worn at all times when in public buildings.

20. Portable Electric Generators

- Portable electric generators are not permitted on serviced pitches. Exceptionally they may be permitted on other areas of the Park at the Duty Manager's discretion.

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21. Groundsheets

- Only environmental groundsheets are permitted to be used on grass pitches at Whitemead Forest Park. These can be purchased from the on-site shop.

22. Behaviour on-site

- Guests shall behave appropriately and with discretion at all times, respectful of the Whitemead Forest Park environment as well as of other guests.
- Only registered guests are permitted at Whitemead Forest Park, other than for brief visits in common areas. No overnight visitors are permitted.
- **Recreational drugs are strictly prohibited.**
- The facilities of Whitemead Forest Park are for the enjoyment of all guests. To this end, care shall be taken to respect the infrastructure. In particular, furniture shall not be moved and nothing may be fixed to furniture or walls.
- Guests are expected to keep their self-catering accommodation and the common areas clean and tidy at all times.
- Proper care should be taken of personal valuables. Whitemead Forest Park is not responsible in the event of their theft, loss or damage.