



Staying safe with Verdant Leisure



To ensure you have a safe and enjoyable stay with Verdant Leisure, we have produced this guide on safety and security. Please take some time to read it and follow the information within. Should you have any concerns or wish to report an accident or incident during your stay, please contact the Reception Team in the first instance, who will be more than happy to assist.

Whilst we make every effort to ensure your safety during your stay, you are reminded that you are responsible for your own safety and those within your group, especially children and pets.



Getting Around

We recommend that all cyclists wear a helmet. If you bring your own bicycle, you must make sure it is in good working order. Cycle on the left and consider other cyclists and pedestrians. The use of e-scooters, hoverboards or any similar equipment powered by motors is not permitted on any of our parks. Electric bikes may still be used as these are power assisted. Non-powered scooters, rollerblades or other wheeled toys may be used, but should not be used indoors.

Please be aware that pathways can become weathered. Please wear appropriate footwear. The level of lighting around the parks 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.



Medical

We have trained first aiders available at all parks during working hours should you require them.

In a genuine emergency please contact 999, giving the address of the park and your accommodation. This information can be found on your key tag.



Security

Although we do not have a dedicated on-park security presence at every park, our experienced team are on hand should you require assistance. At some parks you will find an on-park Security Team and other parks have an out of hours emergency contact, this number can be found on your key tag.

Telephone numbers for security and emergency contacts are provided when you check in and can be found on the park map and your key tag.

CCTV is in operation across our parks for your safety and security.



Important Information



Emergency Services

If you contact the emergency services directly, please inform Reception or the out of hours contact. This will help us to assist you and ensure there is no delay in the emergency services entering the park.



Fire Prevention

Our parks are in a coastal or countryside environment. To minimise the risk of fire, there are a few important measures to consider. To preserve adequate fire separation, external fires, chimineas and fire pits are not permitted. BBQs are permitted but any hot coals must be disposed of correctly once cooled. BBQs must not be used inside accommodation.



Fire Action

Upon arrival, please familiarise yourself with emergency procedures for dealing with fire. Notices are present in all accommodation. 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 contact the Reception Team if the detector is faulty or is particularly sensitive.



Children's Safety

Although you are on holiday, it is vital to know where your children are and to supervise them at all times, particularly in play areas, pools and near water. Please be aware that open water is present or nearby on the majority of our parks. The Verdant Leisure team do not supervise children's play areas, indoor or outdoor.



Infants

Travel cots can be provided at your request. In the interests of safety, we ask that guests provide their own cot bedding.



Allergies/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 kitchens.



Dogs

Please keep dogs on a lead at all times when outside your accommodation. All dogs, with the exception of assistance dogs, may not be taken into public buildings unless stated otherwise. Please dispose of dog faeces responsibly.

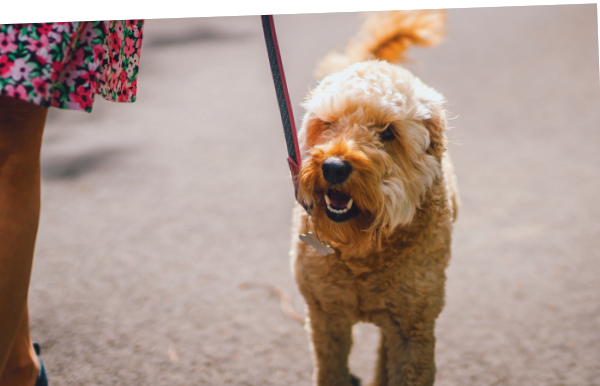


Swimming Safely

- Please encourage children to use the toilet before swimming and ensure that babies wear a swim nappy.
- You must not enter the water if you have suffered from a gastrointestinal upset involving diarrhoea within the past 48 hours.
- You may not enter the water if you have suffered from confirmed sickness and diarrhoea 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.

Our pools are manned by trained lifeguards, but the following guardian supervision is required.

- 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 times, 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.



If you require any further assistance, please contact Reception