

Welcome to



Any questions?

Please ask at or call reception
– they'll be happy to help

01202 622 513

or call Security/after hours

07545 610 139

Touring & Glamping
this way

WOOF PARK

Activity
Booking
Hub

LOADED

HIGH ROPES

Zip Line

Sports Dome

SHIPWRECKED

10

Speed limit around
the park is 10mph

THE
BOATHOUSE
BAR & RESTAURANT

WE'RE SERVING
COSTA COFFEE



Scan me to
download
map

- The essentials**
- R Reception
 - Laundrette
 - Housekeeping

- Disabled access
- Recycling/general waste point
- First aid



PLEASE NOTE – passes are required
for admission to all facilities. Activities
and facilities vary by date.



Scan the **QR code** to
pre-book your activities
or visit one of our
on-park booking hubs.



Scan me
Please have your
booking reference
to hand.



Scan this QR code for your welcome pack

Welcome...

Scan the QR code and take a look through your welcome pack to find everything you need to know about your holiday, including:

- All the facilities you can enjoy
- Where you can enjoy a drink and a good meal... or just a snack
- Useful on park and local telephone numbers
- Details about local gems in the area for you to visit

You'll also find a **What's on Guide** in your accommodation, listing every activity and show that's on during your stay.



Don't miss out!

Make sure you check out your **What's on Guide** in your accommodation for details of all our daytime and evening activities, plus live entertainment for all the family.

Ensure your holiday is a safe and happy one

Please take a few minutes to read our important safety information

Playing Safely

- Familiarise children with the park layout, the location and number of your holiday home, the park map is great for this.
- Know where your children are at all times.
- Kids' clubs are great entertainment, but they aren't childcare facilities. Under 8s must be accompanied at the kids' clubs by a responsible adult and children remain the responsibility of parents at all times.
- Please tell a Parkdean Resorts Troupers if your child has a medical condition or allergy.

Driving Safely

Important points to remember:

- 10mph speed limit.
- Seat belts must be worn.
- Use designated parking areas and park courteously so all spaces can be used.
- It is an offence to drive a vehicle under the influence of alcohol or drugs.
- All roads in the park are subject to the same laws as public highways.
- Only 1 car permitted per caravan, any additional to go in the main car park

BBQ Safety

- Ensure only cold ash is disposed of in the bins.

- **NEVER** take a portable barbecue, lit charcoal or a camping stove into an enclosed space like a tent, caravan, awning or camping pod, either for warmth or to cook.
- Ensure all BBQs, stoves and camping lights are fully out before going to bed.
- Do not use your BBQ on the decking.

Fire Safety

- If the fire alarm sounds please exit your accommodation immediately. When you are at a safe distance away, inform a member of the team or call the security number.
- To ensure your safety, do not store any items in the boiler cupboard area.

Gas Safety

- If you smell gas please exit your unit opening doors and windows on the way out. Inform a member of the team or call the security number.

Carbon Monoxide Safety

- Carbon Monoxide detectors are fitted in your accommodation for your safety please **DO NOT TAMPER WITH THE ALARM.**
- If the alarm sounds please open doors and windows as you leave, turn the gas off outside the unit and inform a member of the team or call the security number.

Allergens

- If you have an allergy, please make sure you tell a member of the team before ordering any food.

Walking Safely

- Our parks are set in natural areas, please take care when walking around park as it can be uneven under foot.

Sun Safety

Block the sun, not the fun!

- Don't forget to; wear a hat, apply sunscreen, seek shade, put on sunglasses and wear a t-shirt.

Water Safety

Swimming Safely

- Pool rules are displayed around the pool and must be followed. Our pools are supervised by qualified lifeguards and their instructions must be obeyed.
- Before entering the pool, please remove all jewellery and use the shower.
- A responsible person of 16 or over must accompany children under 8 in the water.
- One responsible person must not accompany more than two children under 8.
- Remember: no photography or video cameras are allowed around the pool.

Open Water

- Our open water is often not lifeguarded. So please stay within your depth, follow safety signs and advice, always stay close to friends and family, understand rip tides and currents, and in an emergency shout for help and call 999.

When it goes wrong?

Accidents or Emergencies

- Please ensure accidents on park are reported to a Parkdean Resorts' team member nearby or security who will be able to seek a qualified first aider if required.
- In the event of an emergency call 999 immediately, then inform reception (or security at night), let us know if we need to direct an ambulance to your accommodation.

First Aid

- There are first aid kits located in reception and in the main complex.



recycle Please recycle me!

This map was made using vegetable based inks and chlorine free material.

Parkdean
Resorts