

# Welcome to

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NORFOLK WOODS  
RESORT & SPA



Browse inside to find everything you need to know about our resort, the local area and important information.



# Resort Map



# Important information

**Emergency  
out of hours  
contact**

**07773  
076699**

## Check out

We know - no one wants their holiday to end! When it's time to leave, we kindly ask that you leave your holiday home as you found it, so our next guests can enjoy the same cosy comforts that you have.

We politely ask guests to **check out by 10am** on the day of departure.

Please ensure on departure, that all belongings are removed and all rubbish is taken to our refuse areas.

When you leave your holiday home, please use the key-drop box located by the barrier to leave your key.

Thank you - it really helps us out! We look forward to welcoming you back soon!

## Fire & gas safety

For your safety, every holiday home is fitted with a smoke alarm, a fire blanket and a fire extinguisher, as well as a carbon monoxide detector. To find your fire assembly points, and individual fire boxes, please refer to your resort map.

If you suspect a gas leak, immediately turn off the gas and evacuate all people and animals from the holiday home. Please then urgently contact reception. If outside of operating hours, please contact our Out Of Hours team.

## Blind cord safety

Blind cords and chains are used to adjust and operate blinds, and can potentially pose risk to young children. To avoid strangulation or entanglement keep all blind pulls and loops out of reach.

## Shopping Deliveries

Shopping can be delivered to the Resort but please include the name on the booking. If you are arranging a delivery for your check-in day, please arrange the delivery for after 6.30pm to ensure that you are there to accept the delivery, as we do not have the facilities to store fresh or frozen produce.

## WiFi

Wifi is available in all lodges.

## Smoking/vaping

Smoking or vaping is not permitted in any of our holiday homes or publicly used buildings. We appreciate your cooperation.

## Pets

We love welcoming your four-legged friends to our resorts! However, when outside the holiday home, please ensure that your dogs are kept on leads at all times. Please help us to keep communal areas clean and use the dog bins provided (in the bin areas) to dispose of dog waste.

For safety and so that your fur buddy doesn't get lonely, please do not leave them alone in the holiday home at any point.

## PEEPs

If you foresee requiring evacuation assistance (e.g. deaf/hard of hearing, mobility needs) please notify reception so we can prepare a PEEP (Personalised Emergency Evacuation Plan)

## Sustainably minded

At Verde Resorts, we're committed to caring for the natural surroundings that make our destinations so special. That's why we operate a dedicated recycling programme across our resorts, helping us keep our spaces clean, green and enjoyable for everyone to experience.

### Rubbish Disposal

You'll find a general waste bin in your accommodation, and your nearest bin bay for recycling can be located on your resort map.



General household waste  
Non-recyclable packaging, food waste, etc.



Dry mixed recycling  
Cardboard, plastics, paper, tin cans etc.



Mixed glass  
Bottles, jars etc.



Barbecues  
You must fully extinguish disposable barbecues and allow to cool before discarding. Barbecues must not be placed in the refuse bins but stored within the bin bay area on the ground. Please check with reception whether barbecues are permitted within your accommodation.

# Helpful Contacts

## Supermarkets

|                    |                                   |
|--------------------|-----------------------------------|
| <b>Waitrose</b>    | Castle Acre Rd, Swaffham PE37 7HT |
| <b>Tesco</b>       | Castle Acre Rd, Swaffham PE37 7HT |
| <b>Sainsbury's</b> | Hardwick Retail Park, PE30 4LR    |
| <b>Tesco</b>       | Hardwick Retail Park, PE30 4NA    |

## Travel & taxis

|                         |               |
|-------------------------|---------------|
| National Rail Enquiries | 0845 748 950  |
| King's Lynn Taxis       | 01553 763 636 |
| Marham Taxis            | 07768 568 782 |

## Medical

|                              |          |               |
|------------------------------|----------|---------------|
| NHS Direct                   |          | 111           |
| Queen Elizabeth Hospital     | PE30 4ET | 01553 613 613 |
| GP Manor Farm Medical Centre | PE37 7QN | 01760 721 786 |
| Lloyds pharmacy (Sainsburys) | PE30 4LR | 01553 691 340 |
| Boots Pharmacy               | PE37 7LA | 01760 721 208 |
| King's Lynn Dental           | PE30 1ES | 01553 769 264 |
| Swaffham Vet Centre          | PE37 7LT | 01760 722 054 |



Norfolk Woods Resort & Spa Shop is open daily and stocks a range of everyday essentials, breakfast items and a selection of gifts. Please ask at reception for opening times



# Simply delicious



## A real holiday means taking a break from cooking too!

It's just not a holiday if you have to cook all the time. Why not make the most of your getaway, and let yourself be truly looked after?

Savour delicious, thoughtfully prepared dishes at our Bistro & Bar, where every menu is designed to be enjoyed together. From perfectly cooked steaks and flavour-filled burgers to a selection of comforting classics and family favourites, there's something to suit every appetite. Younger guests are well catered for with their own dedicated children's menu, while a tempting choice of indulgent desserts offers the perfect way to finish your meal.

Take a moment to relax with a drink from our well-stocked bar, featuring a carefully selected range of premium spirits, lagers, beers and locally brewed favourites. Whether you're gathering for a relaxed family meal, enjoying a quiet evening for two, or simply unwinding after a day exploring the surrounding countryside, the Bistro & Bar at Norfolk Woods provides a welcoming setting for every occasion.



Scan the QR code to view our  
Restaurant opening times and  
current menus or to book a table.

# Facilities



## Work out

Stay active during your stay with a visit to our air-conditioned gym, thoughtfully equipped to support every style of workout. Whether you're maintaining your regular fitness routine or simply looking to move and recharge, you'll find a full range of modern cardio equipment including treadmills, rowing machines and cross-trainers, alongside free weights, resistance machines and dedicated strength training areas.



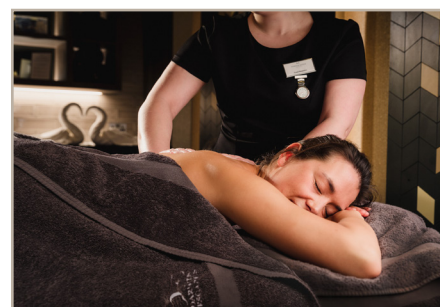
## Relax & indulge

Experience true relaxation at The Spa, where our fully trained therapists invite you to unwind in a calm and tranquil setting. Choose from a carefully curated range of treatments, including soothing full-body massages, revitalising facials and rejuvenating body scrubs, all using luxurious oils and premium products designed to restore balance and wellbeing.

Complete your spa experience with beautifully finished nails, our manicures and pedicures offer the perfect touch of care and indulgence during your stay.

Complete your spa experience with beautifully finished nails, with our Jessica Nails manicures and pedicures offering the perfect touch of care and indulgence during your stay.

Scan the QR code to view our treatments and make a booking.



# Explore the local area

Norfolk Woods Resort & Spa, nestled in beautiful and breathtaking Norfolk, is the ideal base from which you can explore all that the surrounding area has to offer.

Close by is over 45 miles of unspoilt coastline to explore, whilst our Woodland Walk is perfect for a lovely stroll to allow you to appreciate the adjoining countryside.

## Church Farm Stow Bardolph

Enjoy a fun adventure playground, then meet a range of adorable farm animals and their babies throughout the season at this wonderful Rare Breeds Centre. Make a day of it and indulge in delicious homemade lunches and cake from the Tea Room.

## Anglia Karting Centre

Offering two excellent outdoor race tracks for all the thrill seekers in your group, the centre caters to adults and juniors, so the whole family can enjoy a day of racing! They also have flood lights for the darker nights.

## Sealife Hunstanton

A state-of-the-art marine aquarium taking visitors on a memorable undersea odyssey filled with amazing close encounters with sea creatures. Learn how to waddle with the charming colony of Humboldt Penguins, walk along the penguin trail and watch them glide underwater as you get close to these amazing birds.

## Gooderstone Water Gardens

A unique attraction for all garden lovers, naturalists and photographers – or those who simply want a restful break. Billy Knights, a retired farmer with no training but great enthusiasm began his garden in 1970 according to his own taste; his likes and dislikes were not dictated by fashion. When he died aged 93 in 1994 he left behind an entrancing 6.5 acre garden that sits well in the Norfolk countryside.

## Sandringham

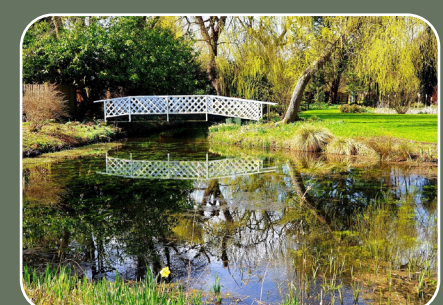
Sandringham Estate, the private residence of the Royal Family, is one of Norfolk's most popular tourist attractions, offering visitors a unique glimpse into royal life. Set within 20,000 acres of beautiful parkland, the estate features stunning gardens, woodland walks and a museum showcasing royal vehicles and memorabilia. The house itself, when open to the public, provides insight into generations of royal history, making Sandringham a must-visit destination for those exploring the Norfolk countryside.

## Lynn Muse

Enjoy this delightful museum which tells the story of West Norfolk. Step back in time as you walk into the world of Seahenge, the astonishing Bronze Age timber circle that forms the museum's stunning centrepiece. You can also browse the local history gallery to marvel at the Sedgeford Hoard of Iceni gold coins hidden in a cow bone for nearly 2000 years, imagine being a pilgrim in the thriving medieval port of King's Lynn or ride on a magnificent galloper in a Victorian fairground.

## Blakeney Seal Trips

An award-winning tour service running fabulous seal safaris and trips around the coast. The purpose built ferry boat, the Ptarmigan, sets sail from Morston Quay. The journey will take you around Blakeney Harbour and out to Blakeney Point to see the inquisitive seals, which is now the home of the largest grey seal colony in the UK. You will be able to go up close to spot the ever-changing array of sea birds that visit the area.



# Follow the country code

**1** Please be mindful and respect the needs of local people and visitors alike – for example, **don't block gateways, driveways or other paths with your vehicle.**

**2** When riding a bike or driving a vehicle, **please slow down or even stop for horses, walkers and farm animals** and give them plenty of room. By law, cyclists must give way to walkers and horse-riders on bridleways, so please keep this in mind when you're out cycling!

**3** Please cooperate with people at work in the countryside. For example, keep out of the way when farm animals are being gathered or moved and follow directions from the farmer.

**4** Farmers will normally close gates to keep farm animals in but may sometimes leave them open so the animals can reach food and water. The most important thing to remember is to leave gates as you find them or follow instructions on signs. When in a group, make sure the last person knows how to leave the gates.

**5 Please follow paths** unless wider access is available, such as on open country or registered common land (known as 'open access land'). It might sound obvious, but please ensure that you leave machinery and farm animals alone – don't interfere with animals even if you think they're in distress. Try to alert the farmer instead.

When strolling through our beautiful countryside, use stiles or gaps in field – climbing over walls, hedges and fences can damage them and increase the risk of farm animals escaping.

**6** We all have a responsibility to protect the countryside, so make sure you don't harm animals, birds, plants or trees and try to leave no trace of your visit.

**7** Litter and leftover food doesn't just spoil the beauty of the countryside, it can be dangerous to wildlife and farm animals – so please always take your litter home with you.

**8** Fires can be as devastating to wildlife and habitats – be careful with naked flames and cigarettes at any time of the year.

**9** We know that you love your dog – but local wildlife might not! When you take your dog into the outdoors, always ensure it does not disturb wildlife, farm animals, horses or other people. Please keep your furry friend under effective control: keep your dog on a lead, or keep it in sight at all times, be aware of what it's doing and be confident it will return to you promptly on command. Please ensure it does not stray off the path or into an area where you do not have a right of access.

**Please follow the country code, and help us keep our nation's countryside running smoothly.**

**Ticks love to live in the countryside too, please check your four legged friends and yourself after your ramble for any unwanted hitchhikers.**

# Resort rules



**These resort rules are in place for the good management of the resort and the benefit of all who use it. These rules apply for the duration of your stay. The expression 'you'/'your' means the holiday guest and the expression 'we'/'us'/'our'/'resort' refers to the resort owner and/or manager.**

**1** Your accommodation may not be used for sleeping a number of persons greater than the 'maximum sleeping capacity' stipulated in your holiday booking.

**2** It is your responsibility to ensure that all occupants of your accommodation adhere to the resort rules at all times. You are responsible for all the occupants' behaviour whether you are in the resort or not. No under 18s are permitted to stay on their own without a responsible adult being present during their stay.

**3** You and your occupants agree to respond to any reasonable request that from time to time may be deemed necessary by the resort management as a result of circumstances such as, but not limited to; Health & Safety, and Acts of God.

**4** For the protection of all we are entitled to remove anyone from the resort who acts in a manner likely to upset, continuously annoy, or provoke any holiday guest or staff member, and/or who uses racist language, acts in a verbally abusive manner, physically assaults or threatens to physically assault any person, carries any dangerous weapon, commits any acts of vandalism or arson, or who is guilty of a criminal offence.

**5** Please do not discharge into the drains any cooking fats, bleach or other substances that may block or damage our site sewage system. Do not dispose in the toilet any nappies, feminine hygiene products, cotton buds, facial wipes or cleaning cloths. Foreign objects block the drain systems and cause inconvenience to other holidaymakers.

**6** Please ensure you and your occupants refer to the Emergency Information and Site Map and know the location of the nearest Fire and Assembly Point. Do not store any flammable liquids in or under your accommodation.

**7** We do not permit traders, contractors or salesmen access to the resort except with our prior consent.

**8** Your own/shop purchased alcoholic drinks may be consumed only in the immediate vicinity of your accommodation. Only items bought at the bar/restaurant are to be consumed within the licensed venue of the resort.

**9** No dogs, pets, or animals of any kind may occupy a non-pet unit without the prior permission of the resort manager.

a. Where allowed, all pets must be kept under proper control at all times. Pets are allowed in the dedicated pet area of the bar.

b. Dogs must be kept on a lead at all times (whilst out of the accommodation).

c. All fouling should be disposed of immediately in an appropriate manner.

d. The following breeds of dog are not permitted anywhere on the resort at any time - Pit-Bull Terrier, Japanese Tosa, XL Bullies, Dogo Argentino, Fila Brasileiro, Cane Corso as well as any other breed at the resort manager's discretion.

**10** Smoking/vaping is prohibited in the accommodation and other enclosed areas of the resort.

**11** Holidaymakers are requested to use the designated footpaths and roadways where possible, but where pedestrian access between accommodations is unavoidable such use must always be exercised with due care and attention to the expectations of other holidaymakers at all times.

**12** The quiet enjoyment of all other holidaymakers must be respected at all times. Please keep noise to a minimum between the hours of 9.00pm and 12.00am with absolute quiet between 11.00pm and 7.00am. Barbecues must finish by 10.00pm. Please check with reception if your accommodation is permitted the use of barbecues.

**13** No vehicles, including motor vehicles, bicycles, e-bikes, scooters and e-scooters are to exceed the speed limit of 10 miles per hour and all drivers and riders must observe all one way systems and directional signage at all times. All motor vehicles must be parked only in the designated parking areas provided and must have a current MOT Certificate (where appropriate) and current insurance cover. No vehicle is to be left unattended and permanently parked on the resort. No learner drivers. No motor bikes, quad bikes or go-peds are allowed on the resort without the express written permission of the resort manager. This applies to both petrol and electrically driven vehicles. Be aware that all roads are subject to normal highway regulations.

a. All drivers operating vehicles on the resort shall agree to produce their relevant vehicle driving licence and vehicle insurance documents on the request of the resort manager.

b. Driving any vehicle on resort whilst under the influence of drink or drugs is not permitted.

c. The Road Traffic Act applies on all roads and car parks on this resort.

d. The company strongly advise the use of protective clothing for all users of cycles and scooters on the resort, such as helmets and high-vis jackets.

e. Parents are to ensure that children using pedal cycles, scooters, e-scooters and e-bikes on the resort are supervised by a responsible adult at all times and that children observe the rules set out above. Please note children's e-scooters are not permitted on pavements.

f. Parking on the resort is at the guests own risk. The company or park/resort does not take any responsibility for any vehicle or its contents.

**14** For the safety and convenience of all guests, the resort does not permit large trailers of any kind. This includes boat trailers and large utility trailers, as there is no on-site parking available for them.

**15** Repair and maintenance of any motor vehicle, boat or similar is not permitted anywhere on the resort. No vehicle shall be used as an alternative or additional sleeping accommodation.

**16** No motor homes, touring caravans or boats of any kind are to be parked outside the accommodation at any time. The above vehicles will not be allowed to stay overnight on resort property unless it is part of an organised event of contracted works organised by the resort management team.

**17** No vehicles over 5 metres in length and more than 2.2 metres in height, including any high-sided vehicles, lorries, recovery vehicles, transporters, mini-buses, coaches, articulated tractor units and anything of similar specification are allowed to be parked next to the accommodation.

**18** No vans with branding are allowed to be parked next to the accommodation.

**19** No remotely piloted aircraft systems or unmanned aerial vehicles, such as drones or model planes, are permitted on the resort.

**20** Electric vehicles can only be charged using the charging points located next to the main building. Electric vehicles may not be charged from lodges.

**21** E-bike battery charging. When charging please remember:

a. Never leave batteries charging unattended or on charge while you are asleep.

b. Keep an eye out for damage or warning signs that your battery might be failing and becoming a fire risk.

c. Store and charge batteries out of sunlight, on hard surfaces and away from exit routes. For further guidance visit the #ChargeSafe advice.

**22** No structure (including but not limited to) gazebos, lazy spas etc should be placed on the decking area or between the accommodations.

**23** No ball games are permitted on the resort except on our all-weather pitch.

**24** Litter must be disposed of in the litter bins provided. Do not leave litter or rubbish next to any full bin. If it is full please use another and inform the reception desk or a staff member that the bin is full.

**25** No business can be operated from the accommodation.

**26** White goods must not be disposed of on the resort.

**27** The displaying of flags is not permitted for any reason.

**28** Washing lines are not allowed on the resort.

**29** You must not:

a. Commit any criminal offence at the resort or use the accommodation in connection with any criminal activity.

b. Commit any acts of vandalism or nuisance.

c. Use fireworks.

d. Keep or carry any firearm or any other weapon at the resort.

e. Use any unlawful drugs.

f. Permit anyone who is to your knowledge on the Sex Offenders Register compiled under the Sex Offenders Act 1997 to use or visit the accommodation.

**Winter Conditions.** During the winter months the resort, accommodation decking and steps can become icy, we do ask that you please take care when:

- Walking around the resort
- Walking around your accommodation's decking, using the handrails provided
- Walking down your accommodation steps, using the handrails provided
- Ensure you have footwear on that will give you grip.

We do not use salt on decking as this can be harmful to pet's feet.

# Gymnasium rules



- 1 Each person wishing to use the gym facilities must undertake an induction with one of our fitness instructors before using any of the fitness equipment.
- 2 Our instructors are not medically qualified. If in any doubt as to your state of health or fitness, please seek medical advice before exercising.
- 3 Always use a weight resistance that is comfortable.
- 4 Always wear appropriate footwear and clothing.
- 5 Please report any faults or damage to the equipment to the leisure staff or main reception.
- 6 You must be 16 years or over to use the fitness equipment.
- 7 Once your paperwork is complete you will be given a fob which will gain you entry into the gym. Please note that fobs are non transferable and will be checked. You will be required to show your fob when asked to do so by a member of staff. If you are found without a fob or someone else's fob then your use of the gym could be withdrawn.
- 8 Please clean equipment with wipes provided.
- 9 The gym will be monitored by CCTV and anyone found misusing or vandalising equipment will be asked to leave the facility and membership will be withdrawn.
- 10 There is an emergency call point situated on the gym wall. Should an emergency arise, press the bottom to activate an alarm for staff to attend immediately.
- 11 No alcohol or glass containers are permitted within this facility. Water is provided for your comfort.
- 12 We will not be responsible for damage or injury attributable to irresponsible or inappropriate use of equipment or facilities, nor for loss or damage to any personal possessions left unattended.
- 13 These rules are here for your comfort and safety and to ensure the smooth operation of the gym.

# Hot tub safety

## Instructions & disclaimer

**The following information is provided for your safety and well-being. Wherever there is water, there is a danger of drowning. Please act sensibly and be aware of the risks.**

### Hot tub safety

Do not use the hot tub if you are pregnant or have a medical condition (high blood pressure, heart condition, diabetes etc) or serious illness which may affect your reaction to heat. Check with your doctor first.

Keep your usage to short durations with cool down breaks in between. It is very easy to overheat and become dehydrated without noticing - 15mins at a time is the recommendation.

Children under the age of 8 cannot use the hot tub. Young children struggle to regulate their core temperature and become dehydrated more quickly.

Children aged 8-16 must be supervised and accompanied by an adult.

Do not use after 9am on the morning of check out. From this point onwards our staff chemically treat and drain ready for the next guests.

Hard surfaces will be slippery when wet especially when barefoot. Take care and use towels provided.

Do not use the hot tub if you feel unwell or are sensitive to chlorine or bromine.

Keep your head above water - chlorine or bromine can irritate eyes and sensitive skin.

Do not use after a large meal within the previous hour or after the consumption of alcohol.

Do not use glass containers in or around the hot tub area.

Do not use electrical equipment in or around the hot tub area.

Smoking/vaping is strictly prohibited in or around the hot tub area.

Do not consume food or drink in or around the hot tub area.

No jumping or diving into the hot tub.

We do not recommend using the hot tub if you are on your own.

### Water quality

For your safety, we will carry out short tests on your hot tub each day of your stay - to complete these, the team will need to briefly gain access to your hot tub.

Please shower prior to use and do not add oils, bubble bath or any other products. Residual or added products affect water conditions and impact the effectiveness of the disinfectant agent.

Chlorine or bromine is released into the hot tub from an inbuilt dispenser. Please do not interfere with or open these. The disinfectant flow rate has been pre-set by our stay and is monitored and adjusted in-line with the daily testing.

Thank you for your cooperation with these testing and treatment measures, in place for your safety and comfort.

### Using the hot tub

Please act sensibly and be courteous to other guests around you. Do not use the hot tub after 11pm.

Remove any jewellery as the chemicals can damage metals and precious stones.

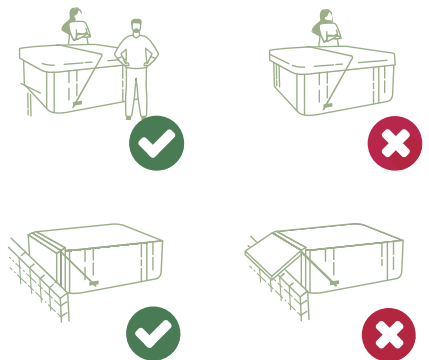
Do not attempt to change any settings or the temperature (with the exception of use/selection of jets) - if you need assistance please ask a member of the team.

Do not exceed the hot tub capacity i.e. the number of seats.

### Opening & closing the hot tub lid

**1** Lids can be heavy so ensure two people lift up the lid, one at each side, using the handles provided. This will be easier to lift and puts less strain on the lid hinges.

Fold the front half of the lid back and then carefully lift lid from the side, to close, please do the reverse.



**2** Some hot tubs require the lids to be secured, please use any balustrade straps or chains provided to secure the lifting arm. Remember to release these prior to closing.



**3** Raised lids (even when secured) are vulnerable to damage in strong winds which may lead to injury. Guests are advised to use with caution and close and clip down where conditions dictate.

Please do not leave the hot tub unattended at any time while the cover is off - water is a safety risk to children and any blown debris (leaves etc) can block filters. Replace the cover as soon as you get out and fasten the clips.

Do not sit or stand on the hot tub lid.

# Other Verde Resorts locations to explore

## 8 locations

1. Blenheim Palace Lodge Retreat
2. Dundonald Links
3. Kilnwick Percy Resort & Golf Club
4. Norfolk Woods Resort & Spa
5. Plas Isaf Lodge Retreat
6. Rivendale Lodge Retreat
7. Stratford-upon-Avon Lodge Retreat
8. The Springs Resort & Golf Club

Holidays



Holidays & ownership



Golf



From relaxing short breaks and unforgettable golf escapes to owning your very own holiday home, discover eight beautiful Verde Resorts destinations across the UK, each offering space to unwind, explore and feel at home.



