

our resort code



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. 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 and 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 a firearm or other 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, grease, paints, engine oils and do not dispose in

the toilet any nappies, feminine hygiene products, cotton buds, facial wipes or cleaning cloths. All of these foreign objects will block the drain systems and cause inconvenience to other holidaymakers.

6 Please ensure you and your occupants know where to assemble in the event of a fire. 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 Alcoholic drinks may be consumed only in the immediate vicinity of your Accommodation and 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, Dogo Argentino, Fila Brasileiro 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.

a. Please respect the privacy of other holidaymakers and keep noise to a minimum between the hours of 9.00pm and 12.00am with absolute quiet between 12.00am and 7.00am.

b. Barbecues must finish by 11.00pm. Please check with reception if your accommodation is permitted the use of barbecues.

13 No motor vehicles are to exceed the speed limit of 10 miles per hour and all drivers must observe all one way systems and directional signage at all times. All 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. Parents are to ensure that children using pedal cycles and scooters on the resort are supervised by a responsible adult at all times.

e. 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 Boats and trailers are only allowed on the resort if parked in the designated areas; the destination of which is solely at the management's discretion. Boats and trailers are not permitted to be parked beside any accommodation at any time.

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 structure (including but not limited to) gazebos, lazy spas etc should be placed on the decking area or between the accommodations without the knowledge and approval of the resort manager.

17 No ball games are permitted on the resort.

18 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.

19 No business can be operated from the accommodation.

20 White goods must not be disposed of on the resort.

21 The displaying of flags is not permitted for any reason.

22 Washing lines are not allowed on the resort.

23 **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 or ever has been on the Sex Offenders Register compiled under the Sex Offenders Act 1997 to use or visit the Holiday Home.

24 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 outside the accommodation.

25 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.

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

27 Please follow good hygiene practices throughout your stay. Wash your hands regularly and look out for our hand sanitiser stations situated around the resort.

28 We offer EV charging points at all of our lodges. Be aware, these are slow charging units. If you require a fast charging unit then one can be found at the reception car park.

29 Barbecues are strictly prohibited anywhere on resort. This is to protect our wildlife.

30 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 here. Please note Children's e-scooters are not permitted on site roads.

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

