

Code of Conduct at Whitemead Forest Park

This code of conduct has been created by Boundless by CSMA. All guests attending Whitemead Forest Park are deemed to have accepted and agreed to be bound by its contents. Our aim is to provide all our guests with a safe and relaxing holiday environment and therefore draw your attention to the following:

Safety Information

1. Parking

- Users of Whitemead Forest Park's parking facilities do so at their own risk, Whitemead Forest Park cannot accept responsibility for any accident, damage or loss.
- Please park in designated areas only.
- 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.

2. Drive safe

- The speed limit at Whitemead Forest Park is 5mph – the pace of someone walking briskly. This is because most of our roads share access between vehicles and pedestrians. Please note that exceeding this limit is dangerous and may result in serious personal injury to yourself, and damage to 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 comprehensive insurance.

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

- Cycling is welcomed on Whitemead's roads and roadways but the speed limit of 5mph (the pace of someone walking briskly) must be observed.
- Cyclists must observe any one-way system and give way to pedestrians at all times.
- Please make sure that, if you are cycling at night, you have appropriate lights.
- You are advised to wear a helmet for your own safety.
- We regret that cycles are not permitted in any accommodation.
- Details of cycle hire can be obtained from Guest Services.
- Hoverboards, scooters, skateboards and roller skates are not permitted in public areas.
- Guests are advised to ensure all cycles are secured with an adequate solid, secure-rated lock and are adequately insured.

4. Games

- Ball games and kite flying are permitted on the field and multi-sport court.
- In the interests of safety, model aircraft, rope swings, bows and arrows, golf, hard balls, drones or any activity likely to endanger other people or property are not permitted.

5. 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 for the current pool timetable.
- You and your children use the pool facilities at your own risk. Lifeguards are in attendance at the pool for safety reasons. Please note they are not responsible for the direct supervision of any children, who remain the responsibility of their adult/parent/guardian at all times.
- In the interests of safety, model aircraft, rope swings, bows and arrows, golf, hard balls, drones or any activity likely to endanger other people or property are not permitted.



Code of Conduct Continued...

Swimming pool supervision ratios

- All children aged 0 – 3 years must be accompanied in the pool by a responsible adult on a ratio of one adult to one child.
- However, the ratio can be extended to one adult to two children if all children are wearing a suitable buoyancy aid.
- All children aged 4 - 10 years must be accompanied in the pool at all times by a responsible adult on a ratio of one adult to two children.
- All children aged 11 – 15 years may swim without adult supervision; however, an adult must stay on site at all times. (All non-swimmers aged under 15 must be accompanied in the pool by a responsible adult in the water at all times, at a ratio of one adult to two children)

6. Steam room, sauna, hot tubs and fitness suite

- Hot tubs are for use by people aged 8 years and above.
- These other facilities are for use by people aged 16 years and above.
- Please follow the guidelines that are displayed at the entrance doors to each facility.
- 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 doctor before using the facilities.

7. 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.

8. Barbecues

- Disposable barbecues may be purchased from the on-site shop.
- Please remember you are in a forest and all barbecues should be safely away from any timber buildings, decking, verandas or picnic tables.
- Please do not place barbecues on any table or directly onto the ground.
- Please dispose of used coals safely. Once used, please allow coals to cool sufficiently and dispose of them in one of the metal-lidded barbecue bins located at one of the recycling points. Please do not use the general waste bins.

9. Laundry

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

10. 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.

11. Groundsheets

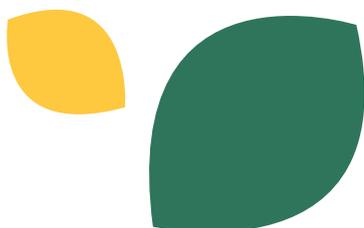
- Environmental groundsheets can be purchased from the on-site shop for use on grass pitches at Whitemead Forest Park.

12. Mobile phones

- We regret that due to Whitemead being situated in a rural area, limited mobile phone signals are received.
- Free wireless internet is available throughout the site.

13. Supervising children

- The supervision and behaviour of children remains the responsibility of the parent, guardian or accompanying adult at all times.
- 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 children's safety it is important for you to know where your children are at all times.



Code of Conduct Continued...

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 barbecues 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 barbecue 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. Supervising children

- The supervision and behaviour of children remains the responsibility of the parent, guardian or accompanying adult at all times.
- 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 children's safety it is important for you to know where your children are at all times.

14. Pet policy

- Pets are welcome in selected accommodation at Whitemead Forest Park at an additional charge. Unfortunately, we cannot accept any dogs included in the Dangerous Dogs 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 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 incur a charge. Please see our terms and conditions (clause 9.2).
- Any damage caused by pets will incur a charge.

15. Suspicious events

- Please inform a member of staff of any suspicious events at Whitemead Forest Park, no matter how trivial.
- An example of suspicious events includes surveillance which is suspicious in nature, the drawing of diagrams and note-taking.

16. Noise pollution

- Please be considerate towards other guests and keep noise at a reasonable level at all times. Organised on-site entertainment, including musical entertainment, will usually cease around midnight (New Year's Eve is an exception).
- Please remember, as you return to your accommodation at the end of the evening, that noise carries at night.



Code of Conduct Continued...

17. 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.

18. Damage to property

- The person who places the booking will be held responsible for any 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.

19. Behaviour on-site

- Guests must behave appropriately and with discretion at all times, respecting the park's environment and 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, guests must take care to respect our infrastructure. In particular, furniture must not be moved, and nothing may be fixed to furniture or walls.
- Guests are expected to keep their self-catering accommodation and 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.

20. Accidents, incidents and near misses

- If you unfortunately experience an accident, incident or near miss during your stay, please inform us as soon as possible. This will enable us to assist you with any first aid you may require and 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.
- Our staff will alert emergency services if required.

21. Smoking policy

- Smoking (including e-cigarettes) is not permitted in any buildings (including accommodation).

22. Fire action

Please make a note of the fire assembly point as detailed on your site plan. In the event of discovering a fire:

- Raise the alarm, evacuate your accommodation/pitch immediately, alerting your immediate neighbours if safe to do so.
- Dial 999 from the nearest on-site phone and inform a member of staff/ duty manager if possible.
- Make your way to the fire assembly point and remain there until given further instructions.
- Make no attempt to collect personal belongings.
- 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 your accommodation.

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.

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





- > 03301 230 374
- > whitemead.co.uk
- > enquiries@whitemead.co.uk

Lines are open 8am to 8pm Mon to Fri, 9am to 5pm Sat to Sun.
Telephone calls may be monitored and/or recorded.

Boundless by CSMA is a trading name of Motoring & Leisure Services Ltd.
Our registered office is at Britannia House, 21 Station Street, Brighton, East Sussex BN1 4DE

Proudly owned by
boundless
BY
CSMA