

# Guest Services Directory

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### **Service Promise**

## Welcome to Center Parcs

### We want to do everything we possibly can to make sure you have a great time while you're staying with us.

Our friendly colleagues are specially trained to deliver excellent service, and we firmly believe in going above and beyond to help our guests have wonderful experiences.

Our friendly, smiling and respectful team members can be identified by their uniform and name badge and are always willing to offer help and advice when you need it.

We make sure that all of our facilities are maintained to a high standard for your comfort and safety, and we respond quickly and helpfully whenever our guests have queries or complaints. If you require any help during your stay, you can contact Guest Services by phone 24 hours a day, 7 days a week.

If you have any concerns or problems during your stay, we'd be grateful if you could let us know immediately so that we can make it right before you leave. Please don't wait until you go home.

We'd like to wish you an enjoyable and memorable break, and thank you for choosing to stay at Center Parcs.

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Click on the buttons below to be taken to that section

# Useful Telephone Numbers

# **Longford Forest**

### Emergency Number: 5111 from an internal phone or 043 331 1111 from an external phone

Emergency number for Gardai, Fire or Ambulance	Dial <b>112</b> or <b>999</b>		
Security Team based in the Arrivals Lodge (24hrs service)	Dial <b>043 331 1051</b> or <b>0044 7841 043 048</b>		
First Aid	Dial <b>043 333 1122</b>		
Guest Services	Dial <b>043 331 1030</b>		
Duty Village Manager (24hrs service)	Dial <b>043 331 1051</b>		
Emergency Rendezvous Point Location	There are various Fire Assembly Points across the village		
Local GP Surgery: Dr Colette Kenny (Ballymahon Medical Centre)	Dial <b>090 643 2146</b>		
	In the event of a medical emergency outside of regular opening hours, please contact MIDOC on 1 <b>850 302 702</b>		
Local Pharmacy: O'Hanlon's (Ballymahon)	Dial <b>090 643 8677</b>		
A&E Department - Midland Regional Hospital Mullingar	Dial <b>044 934 0221</b>		

Should you require any information or assistance on local attractions in the area please contact the Guest Services office in Village Square.

For any emergency information please check for regular programme updates on your lodge television set.

### **Longford Forest**

Uimhir éigeandála don Gharda Diailigh 112 nó 999 Síochána, don Bhriogáid Dóiteáin nó don tSeirbhís Otharcharranna An Fhoireann Slándála atá Diailigh 043 331 1051 bunaithe sa Lóiste Teachta nó 0044 7841 043 048 (seirbhís 24 uair an chloig) Garchabhair Dial 043 333 1122 An Oifig Seirbhísí d'Aíonna Diailigh 043 331 1051 **Bainisteoir ar Dualgas** Diailigh 0044 7936 342 336 (seirbhís 24 uair an chloig) Pointe Tionóil Éigeandála Tá Pointí Tionóil Dóiteáin ar fud an tSráidbhaile Dochtúir Teaghlaigh Áitiúil: Diailigh 090 643 2146 An Dr. Colette Kenny (Ionad I gcás éigeandála leighis lasmuigh de na Leighis Bhaile Uí Mhatháin) gnáthuaireanta oscailte, déan teagmháil le MIDOC ar 1850 302 702 Cógaslann Áitiúil: O'Hanlon's Diailigh 090 643 8677 (Baile Uí Mhatháin) Rannóg Éigeandála – An tOspidéal Diailigh 044 934 0221 Réigiúnach Lár Tíre, an Muileann

Má theastaíonn aon eolas nó cúnamh uait maidir le nithe is díol spéise sa cheantar áitiúil, déan teagmháil leis an Oifig Seirbhísí d'Aíonna i gCearnóg an tSráidbhaile.

Le heolas a fháil i gcás éigeandála, coinnigh súil ar na nuashonruithe a chuirtear ar fáil go rialta ar an teilifíseán i do lóiste.

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# A-Z of Village Information

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#### ACTIVITIES

There are so many activities available on your break; choosing where to start can be the hardest part. Full details of all activities are available on our website. Please note, activities can occasionally be subject to change.

All children under 8 years taking part in activities must have parental supervision unless the activity expressly states it is supervised by us. It may also be requested in other instances.

You must tell us when you book if your child has any medical condition, allergy or normally carries a JEXT/EPIPEN/ANAPEN. You must bring the injector to the session with the child, ensuring the date is valid, or your child will not be able to join the session.

#### ALLERGIES AND SPECIAL DIETARY REQUIREMENTS

For those who suffer from particular allergies and want more information on actions that may help to reduce the risk of exposure, please contact Guest Services on arrival on the contact number provided in the entrance hall of your accommodation.

We use allergens in our kitchen as part of the preparation of food. We also cook different foods using the same equipment.

Intended ingredient allergen information for all items on our menu is available on our portal. Unfortunately we are unable to make changes to our menu items or provide details of any "may contains".

#### ANIMALS AND PLANT LIFE

Please be cautious when approaching animals or birds as they may bite. Please do not feed squirrels as they do bite. We recommend that you do not feed or touch any animals or birds due to the risk of infection. If you do touch an animal or bird, please wash your hands thoroughly afterwards. Please do not touch or eat any toadstools, mushrooms or berries as they may be poisonous.

#### ARRIVAL

You can arrive on our resort from 10am, with access to your accommodation available from 4pm. We ask that you depart your accommodation no later than 10am, though guests are welcome to stay on village until midnight.

#### **AROUND THE RESORT**

For your safety, diving, swimming and paddling are forbidden in all lakes and waterways around the resort.

Please be aware that there are open waterways, lakes and ponds throughout the village. Please supervise children with this in mind.

Please do not walk on frozen lakes or waterways or allow children to do so.

#### **BABY CHANGING AND FEEDING FACILITIES**

These are available at various locations. Please see your resort map for details.

#### **BEHAVIOUR**

Please be mindful of your neighbours. Behaviour should not be excessive, noisy or disruptive, especially at night. Offensive or illegal behaviour will not be tolerated and may result in the Gardai being involved.

We may ask you and/or any member of your party to leave immediately if your conduct results in police attendance or is considered by us to be inappropriate; likely to cause harm; or impair the enjoyment, comfort or safety of anyone else.

No refunds or compensation will be given in these circumstances and we reserve the right not to accept any future bookings from you or any member of your party.

#### **BOOKING DESKS**

These are located around the village, please see your resort map for locations. Booking Desks are available for advice, cancellations and equipment hire. Activity bookings must be made via the website during this time.

#### **BREAKDOWN SERVICE**

Should your car break down during your stay and you are unable to depart the resort, please speak to Guest Services who will supply the number for your breakdown service if you don't have it with you, otherwise they will happily supply details of a local garage who will be able to assist you.

#### **CANCELLATION POLICY**

You can cancel an activity online or alternatively please contact Guest Services or a Booking Desk as soon as possible if you wish to cancel activities including Aqua Sana treatments and online Spa bookings

Please note that cancellation charges may apply.

Should we cancel an activity or close a facility for which you have already paid, we will refund all monies already paid or try to reschedule the activity or provide a suitable alternative.

From time to time it may be necessary to vary or withdraw certain activities without notice. We will not pay compensation except where paragraph H4 of "Our Agreement With You" applies.

#### **CAR PARKING**

To preserve our safe and natural environment, cars are not permitted on the resort during your break. The only exception is when you are **loading** and **unloading** your belongings on arrival and departure days. All cars are to be returned to the main car park, with the exception of accommodation with a designated parking space.

#### CASHLESS

Our resort is currently operating on a cashless basis.

#### **CHILD SAFEGUARDING**

It is our policy to investigate any incident or allegation of concern or assist any proper enquiries about a child in our care or staying at our resort and to refer the matter to an appropriate external organisation should we, in our sole discretion, deem it necessary.

Please note that when our staff need to visit your accommodation (e.g. if you require a maintenance engineer) we will not enter the accommodation if children under the age of 16 years are present and are unaccompanied by an adult.

#### CHILDREN'S SAFETY AND PARENTAL RESPONSIBILITY

Although on holiday, it is vital to know where your children are and to supervise them at all times, particularly in play areas, near water and on their cycles. Please supervise your children carefully on balconies and take particular care that they do not climb on chairs and tables. Please be aware that open water is present and exists throughout the resort and close to most accommodation.

Please note Center Parcs staff do not supervise children's play areas, where open (indoor or outdoor), in licensed areas, close to lakes and waterways, whilst cycling and in the Subtropical Swimming Paradise - where specific supervision ratios apply. Please refer to the swimming safety section of this directory.

Children's activities are unsupervised unless otherwise stated.

#### COMPLAINTS

If you have any concerns, need assistance or if we can help in any way please let us know by talking to any member of staff or contacting Guest Services via the contact details in the entrance hall of your lodge.

It is our aim to resolve any concerns as soon as possible so that you can continue to enjoy your time at Center Parcs.

In the unlikely event that we cannot resolve your concerns during your break, please make contact with the Guest Services team at Head Office once you return home. The easiest way to get in touch is via the Center Parcs website. The easiest way to get in touch is via the Center Parcs website, where you can contact us via webchat, email or phone.

#### **CYCLE HIRE AND CYCLE SAFETY**

With 400 acres of forest, we've made sure there are plenty of cycle paths and convenient bike parks, wherever you go.

At our Cycle Centre, adjacent to the car park, you can hire a wide variety of cycles. All equipment is regularly maintained and should you have any problems, such as punctures, our mechanics are on hand to help out.

On your day of departure, please return hired cycles to the Cycle Centre by 10am. Any refundable deposits for mobility scooters will be issued upon return.

If you haven't cycled for a while, be sure to familiarise yourself with your cycle. Cycle Centre staff will be happy to help. If you've brought your own cycle you must make sure the gears, brakes, tyres and lights are in good working order.

We recommend that all cyclists wear a helmet. These are available for sale or hire, from the Cycle Centre. Please use your lights, but remember cycle lights are fitted to allow cyclists to be seen, as well as to see with, so during the hours of darkness, please cycle with caution.

Cycle on the left at all times and with consideration to other guests. You can cycle on a number of path/road surfaces on the resort. You are in a forest environment with an abundance of wildlife. To help us preserve this environment and reduce the risk of injury to you, please only use the allocated cycle paths.

Our resort has a number of hills which require caution and common sense whilst cycling (on some gradients, cycling is prohibited. Look out for signage in place). Please remember to cycle appropriately for the conditions and take particular care where surfaces change and note there are some roads which are not able to be used by cyclists. Control your speed; particularly on hills and in busy areas. Please use the cycleways to avoid steeper hills.

To stop safely, ensure you apply both brakes together and be aware of longer braking time in wet weather conditions. Please don't cycle around the resort in hazardous conditions, such as strong winds, snow and ice. Be aware that children's cycles have strong brake springs and ensure they are comfortable operating these before riding around the resort.

When placing a child in a child seat, ensure the cycle is stable. Do not use the cycle stand.

If you are unfortunate enough to be involved in an accident and are in need of First Aid assistance please contact a member of staff. First Aid facilities are located in all main buildings. Please report any accident to the Cycle Centre to ensure that the bike has not been damaged and is still safe to use.

On arrival/departure days, please be aware of greater vehicle movement on the roadways, so take extra care when cycling around the resort. Roads adjacent to the entrance to our resort are extremely busy and as such we do not advise anyone to cycle along them, particularly with trailers or child seats.

Cycling is strictly prohibited in Village Square on certain busy routes.

Please use the luggage rack or a back pack and do not hang bags on the handlebars. Do not ride pillion or carry children on the luggage racks.

#### **DAY VISITORS**

You can pre-book Visitor Passes for your family and friends. Please log in to your Center Parcs account to book, or visit Guest Services. Please note that day visitors cannot arrive before the lead booker on a check-in day.

#### DEPARTURE

Please vacate your accommodation and return your wristbands by 10am on the morning of departure. Wristband deposit boxes are available at Guest Services or alternatively, once you have loaded your vehicle, you can deposit your wristbands in the boxes next to the resort exit barriers as you return to the main car park. Don't forget you are welcome to stay until midnight with us with us on your departure day, however, please ensure your car is returned to the car park.

Should you need to leave the resort before departure day for any reason please inform Guest Services or Security, prior to departing.

#### DON'T FORGET TO RETURN YOUR WRISTBANDS

Our wristbands are reusable, so don't forget to return them on your departure day! Wristband deposit boxes are located around the village, so please place your wristbands inside before you go home.

#### DIETARY REQUIREMENTS

See Allergies and Special Dietary Requirements.

#### **DISABLED ACCESS**

A Mobility Service is available to assist guests who have a disability that limits their travel around the resort on foot or by bicycle. Please note: mobility scooters cannot be carried on the land train at Longleat Forest due to their size. Please use the Mobility Service mentioned above if required. Each guest requiring this service may be accompanied by one member of their party. For more details and to book please call the Mobility Service number in the 'Useful Telephone Numbers' section of this guide. This service is bookable on a first-come, first-served basis, please allow at least 30 minutes notice and we will endeavour to pick you up as close to the requested time as possible.

#### **DISABILITY AND SPECIAL REQUIREMENTS**

We welcome guests with restricted mobility, a disability, medical or particular care requirements. We aim to ensure that our services are as accessible as reasonably possible. Should you have any questions or are experiencing any difficulties, please contact Guest Services on the number provided in the 'Useful Telephone Numbers' section who will be happy to discuss this with you. Detailed information regarding 'Access for All' can be found in the Accessibility section of our website.

#### DOGS

#### You must ensure that:

- Each dog has a current annual vaccination for distemper, canine hepatitis, leptospirosis and parvo virus
- Each dog is properly supervised, is not dangerous and does not cause a nuisance or threat to anyone
- If our staff are required to visit your accommodation (i.e. maintenance) you must take your dog out while these visits take place

Dogs (except assistance dogs) are not permitted in any building except the specific accommodation you have booked. Dogs (except assistance dogs) are not permitted in any other accommodation type. They must be kept on a short lead at all times when outside your accommodation and you must ensure they use the designated Dog Exercise Areas. Please be responsible by cleaning up your dog waste in the bags provided and dispose in the dog waste bins.

If we, in our sole and reasonable discretion, consider your dog to be dangerous or to be causing a nuisance, harm or threat to anyone, or likely to do so, we may ask you to remove it from the resort (without refund or compensation) or have it removed to kennels at your expense. No other pets are permitted.

#### **DOCTOR/DENTIST**

Our Guest Services team can provide information on local services.

#### **DRIVING SAFELY**

With the exception of Monday and Friday, you are not permitted to drive onto the resort without specific authorisation and a strict 20 km/h speed limit is enforced on all roadways. Whilst driving on the resort please be aware of pedestrians and cyclists on the roadways. Be especially careful around young children, as at times their cycling capability can be unpredictable.

Please use great care when driving. Sleepers, boulders, logs and posts are placed to prevent roadside damage and illegal parking. No liability is accepted for damage caused by these markers unless due to our negligence.

Take care when parking your vehicle. Always use designated areas, being sure to observe any parking restrictions/road markings or double yellow lines.

If your accommodation has an allocated parking bay, you may use this for the duration of your stay, however, you may not use your vehicle for travel around the resort.

Please be aware that whilst we try to minimise traffic as much as possible, a certain amount of traffic is necessary, including Center Parcs contractors and suppliers'

vehicles, for the continued running of the village. Some of these are large vehicles, please take care if walking or cycling on the resort roads.

Mobility scooters are treated as vehicles and as such must obey all vehicle restrictions. Instruction on the use of the mobility scooter is given on hire. Please ensure you are familiar with all controls before leaving the Cycle Centre.

With the exception of essential medical supplies, delivery services from external suppliers are not permitted to enter the resort for the purpose of deliveries to guests.

#### DRONES

We do not allow the use of drones on the resort due to privacy requirements.

#### **EMERGENCIES**

Please refer to the 'Emergency' section at the end of this guide.

#### **ENVIRONMENT**

Please remember that our resort is in a forest setting that is the natural habitat of a variety of native creatures such as snakes, insects, spiders, ants, rodents and ticks. You should note any information and guidance provided in any of our information booklets or notices.

Please keep to prepared roads, paths and tracks at all times and treat all property and facilities carefully and appropriately.

#### **EVENTS AND ENTERTAINMENT**

Please check our website for events and entertainment during your break.

#### **FAULT REPORTING**

If you notice a fault around the resort please inform Guest Services.

#### **FIRST AID CENTRE**

Our First Aid Centre colleagues provide immediate first aid and emergency treatment only. They can also signpost you to local medical services.

#### Open daily 9am to 9pm. Please call the First Aid Centre for an appointment.

Whilst it is possible to access the First Aid Centre without an appointment, you may find it more convenient to ring first to understand how busy the service is. Outside opening hours please see the 'Useful Telephone Numbers' section for contact details. If you require immediate hospital assistance, dial 9 for an outside line from an internal telephone then dial 999 or 112. Alternatively contact Guest Services to make the call on your behalf. Please note phones are in apartments only. If mobile signal is limited. If you do not have a phone in your lodge and mobile signal is limited please use the telephone boxes located around the village and highlighted on the village map.

Please let us know if you dial 999 or 112 direct so we can ensure that the emergency services get to you as soon as possible.

#### **GUEST SERVICES**

Open daily (contactable 24 hours by telephone).

Friday: 8am - 10pm Saturday: 8am - 10pm Sunday: 9am - 9pm Monday: 8am - 10pm Tuesday: 8am - 10pm Wednesday: 9am - 9pm Thursday: 9am - 9pm

Location: See your village map.

Helpful extensive FAQ's can be found on our website.

#### **GIFT CARDS**

Center Parcs gift cards are available to purchase from Guest Services. Please note, we no longer accept cash payments.

#### **HIRING EQUIPMENT**

Please call Guest Services from the number in the entrance hall of your accommodation for information on hiring general equipment. For cycle hire, wheelchairs and mobility scooters, please visit the Cycle Centre.

#### **IMPROVEMENTS AND MAINTENANCE**

As we continually improve our facilities you may find that:

- New facilities are on offer
- Listed facilities are temporarily closed for maintenance and/or improvement
- Some facilities and/or accommodation units have been altered, replaced or closed
- There is development, forestry or refurbishment work going on in certain areas
- Maintenance tasks are undertaken in and around your accommodation during your stay, Please see the section 'Accommodation Visits' for more information.
- Different equipment is sometimes provided to that described on our website or other communications

#### **LEISURE ACTIVITIES**

To reduce the risk of injury, please take time to warm up before any activity and wear appropriate footwear whilst exercising.

The use of safety equipment is compulsory on certain activities and you will not be allowed to participate without it.

The use of safety equipment is strongly recommended during rollerskating/ rollerblading sessions. This is freely available at the entrance to the rollerskating area. An assistant is present at the area to assist in the fitting of equipment if necessary.

The following activities require you to complete a medical questionnaire

prior to participation:

- Outdoor Activity Centre activities
- Supervised Watersports activities
- Most Aqua Sana treatments
- Fitness studio
- Other activities provided by external third party providers

For your own safety, if you suffer from certain health conditions, you will be unable to participate in certain activities unless you have written confirmation from your GP that it is safe for you to participate.

If you wish to participate in an activity and you think that you may have a condition that would preclude your participation, please contact your GP or specialist to advise you further. For children and young people under 18 years of age the health questionnaire must be completed by an adult. If an unaccompanied young person attends an activity without a completed questionnaire having been submitted they will be unable to participate until a questionnaire is completed. For all online bookings for the activity the booker must have acknowledged that they have received parental consent to allow the booking for children under 18 years of age.

#### LICENSING LAWS

We work with guidelines set out by the Challenge 21 scheme. We will not serve or sell alcohol to anyone who is, or appears to be, under the age of 18 (and cannot prove they are over 18), or whom we, in our sole discretion, consider to have been drinking excessively. We will accept a photo driving licence, a passport or a Garda Age Card.

#### LOCAL TRANSPORT SERVICES

Details of local taxi, bus and train services are available from Guest Services.

#### LOST/FOUND PROPERTY

If you find any lost property please hand it in to any member of staff or Guest Services. If you have lost something please contact Guest Services for assistance or telephone Lost Property (number found in the Useful Numbers section).

Your personal belongings are your responsibility during your break with us.

Please note we accept no liability for any accident, loss or damage to your property unless such loss, damage or accident is demonstrably due to our negligence or that of those for whom we are legally responsible.

If you are required to bring medication whilst on your break, please make sure it is clearly labeled or we won't be able to return this if it isn't.

#### LYME DISEASE AND TICKS

Ticks are tiny, spider-like creatures found naturally in grass and woodland areas throughout Britain and Ireland. Lyme disease is an illness caused by a 'bite' from an infected tick.

If you are walking in grassy/woodland areas you can take easy precautions:

- Keep yourself covered up
- Keep your shirt tucked in
- Wear a long sleeved shirt
- Tuck your trousers in your socks, if possible
- Wear shoes, not sandals

The use of a repellent containing DEET will help deter ticks and they are easier to see on light coloured clothes. Check yourself and your children for ticks every day. If you think you have found a tick on your skin, please arrange for its immediate removal. Contact the First Aid Centre for advice (contact Guest Services or Security out of hours) or contact your GP as soon as possible if you are at home. Not all tick bites lead to Lyme Disease, however, symptoms of Lyme Disease normally start between one week and one month after the tick has attached itself to the skin and often begins with a rash around the bite and may be accompanied by flu-like symptoms. The illness can be treated with antibiotics and full recovery is normal. As with any illness, early treatment aids a swift recovery so please contact First Aid Centre or your GP if you have any concerns.

#### **MEDICAL EMERGENCIES**

If you require immediate hospital assistance, dial 9 for an outside line from an internal telephone then dial 999 or 112. Alternatively contact Guest Services to make the call on your behalf. If you do not have a phone in your lodge and mobile signal is limited please use the telephone boxes located around the resort and highlighted on the resort map.

Please let us know if you dial 999 or 112 so we can ensure that the emergency services get to you as soon as possible.

#### **MEDICATION**

It is important that medication is kept safe and out of reach of children.

If you lose any medication whilst on site, please contact Guest Services or Security on the relevant number in the 'Useful Telephone Numbers' section. This will allow us to assist in locating the drugs or directing you to replacement medication.

#### NOISE

Military and other aircraft fly over our resort. You may experience noise from such activities from time-to-time but this is unfortunately beyond our control. Abbeyshrule airport is situated nearby. Due to this, aircraft fly over our resort. You may hear some noise from time to time but this is unfortunately out of our control.

#### PARCMARKET

ParcMarket is open 8am-9pm Monday to Saturday and 8am-7pm on Sundays.

#### PHARMACY

Our Guest Services team will be pleased to provide information should the need arise. A range of medicines for common ailments are available from the ParcMarket.

#### **PUBLIC TELEPHONES**

These are located around the resort and can be found on your resort map. Please note, they do not accept incoming calls.

#### **QUESTIONNAIRES**

Feedback from our guests is really important to us. We will send you an email after your break with a questionnaire. Please take some time to fill this out and all completed questionnaires received are entered into a free prize draw to win an off-peak short break at Center Parcs.

#### RECYCLING

We care for the environment and encourage you to recycle waste. Recycling bins for glass, paper, cardboard, washed plastic and aluminium cans are available for use in and around the resort.

#### **RESTAURANTS**

We have a wide range of restaurants available and further details can be found on our website. A number of restaurants are now also offering a delivery service. Full details and menus can be viewed on the Center Parcs website.

#### **SECURITY AND SAFETY**

In the interests of safety, our Security team patrol the resort but it is impractical for Center Parcs to guarantee the security of your property. Do not leave property unattended or unsecured – use lockers and safety deposit boxes provided.

In your accommodation please ensure all windows and doors are closed properly, paying special attention to patio doors. If you lose your accommodation wristband please contact Guest Services.

If you have brought your own cycle, we recommend the use of a five-star D-Lock (available for a refundable deposit from the Cycle Centre). Do not attach locks to quick release wheels.

Scooters, skateboards and rollerblades/skates are not permitted in and around main buildings or on some thoroughfares. Electric scooters are not permitted on the village.

You may not bring or use any fireworks (including sparklers and Chinese lanterns), shotguns, knives, firearms, air weapons, archery equipment, illegal substances or similar items to the resort under any circumstances.

Please bear in mind:

- Your personal belongings are your responsibility during your break with us
- Vehicles parked on our property are subject to very limited security cover only. You must lock your vehicle securely and remove all valuable items and we suggest that you remove bike racks from vehicles whilst in the car park
- If you have brought your own cycle we strongly recommend that you follow the security measures listed in this guide and obtain adequate insurance
- The lockers provided in changing areas may only be used for clothing and non-valuable items
- Safes are available in specific types of accommodation (safes are located in a wardrobe, in a bedroom or in the store cupboard by the front door)
- Appropriate insurance is strongly recommended

- We accept no liability for any accident, loss or damage to your property unless such loss, damage or accident is demonstrably due to our negligence or that of those for whom we are legally responsible
- We cannot store your luggage for you at our Arrivals Lodge
- We will offer reasonable help to assist you in tracing lost items

#### SHOPPING

There is always time for some retail therapy and our shops have everything from everyday essentials to gifts to take home. Please see our website for full details.

For emergency 'out of hours' purchases such as baby food or nappies please contact Guest Services and we'll do our best to help.

#### **SMOKING POLICY**

Smoking is not permitted in any buildings, accommodation or on accommodation balconies. Smoking is only permitted in designated areas. Please ensure all smoking material is extinguished before disposal. E-cigarettes will be treated in the same way as real cigarettes.

#### SPECIAL ASSISTANCE

If there is anything that you require special assistance with during your stay, please contact Guest Services.

#### **SWIMMING SAFETY**

- Swimwear must be worn by all. Other clothing and footwear may only be worn after agreement with Pool Management. Agreement will only be given on grounds of religion, disability or similar
- Personal items must be kept in your locker at all times. Please do not take food, towels or other belongings into the poolside, however you may take a water bottle in with you
- When using baby changing tables please ensure that the child is strapped in
- Please encourage children to use the toilet before swimming and ensure that babies wear a swim nappy. Disposables swim nappies are available from the ParcMarket and Aquatique
- You must not enter the water if you have suffered from a gastro-intestinal upset involving diarrhoea within the last 48 hours. You may not enter the water if you have suffered from confirmed Cryptosporidium infection within the last 14 days
- Photography (still, digital and video, including GoPros) is not permitted in any changing area within our resort. Only non-intrusive photography of your own party and friends is permitted on our resort and particularly in the Subtropical Swimming Paradise. You may not carry out photography for commercial purposes, publication or similar purposes in any part of our resort
- Selfie sticks are not permitted on any flumes, slides or water rides. Other photography equipment/accessories will be prohibited in circumstances likely to cause injury to the user or other guests. Video equipment (such as GoPros) will be prohibited in circumstances where its use is likely to cause injury or is intrusive to other guests or the user

- Qualified lifeguards supervise our Subtropical Swimming Paradise at all times. Their instructions are for your safety and must be obeyed
- Please take care around the pool and in changing rooms. Do not run. Floor surfaces can be slippery when wet
- Strict no diving and no jumping-in policies operate in all our pools. Large inflatable toys or boats are not permitted in the pool
- Always check the pool's depth markings
- Glass objects are not allowed in the Subtropical Swimming Paradise
- Only food and drink purchased in the Subtropical Swimming Paradise may be consumed on the premises. This is in the interest of safety and hygiene. You may bring your own water bottle with you
- Snorkels/masks are allowed only in pools when waves are not in operation. Snorkels/masks are not permitted in Lazy Rivers
- Ultraviolet radiation is not excluded from natural sunlight in the Subtropical Swimming Paradise, therefore sun protection lotion is recommended

#### The following supervision ratio operates throughout most areas of the pool:

- Under 4 years: One child per responsible adult
- 4 to 7 years: Two children per responsible adult
- Responsible adults must be at least 16 years of age and in close contact with weak or non-swimmers at all times
- Parties not being supervised to these standards or who are not supervising their children responsibly may be asked to leave the pool
- In non-swimming areas, such as toddlers' pools, lower levels of supervision are required. The requirements and the areas that apply are identified by notices in the relevant areas of the pool
- Swim jackets (children's swimming aids) are available free of charge for use in the pool. These are not life jackets and all children using swimming aids must be supervised at all times. We advise you to bring your own swimming aids if required

#### Hot Whirlpools

- Children under 5 years should not use hot whirlpools. Children over 5 years may use the hot whirlpools for short times only: under strict adult supervision
- Health restrictions apply to the use of hot whirlpools. These are shown on notices by the hot whirlpools and should be followed. If necessary please contact Guest Services for further advice

#### Wild Water Rapids

This attraction is not suitable for young children, weak or non-swimmers. Children may not be carried down the rapids

- Some sections may only be ridden feet first these are indicated clearly with warning notices
- Plaster casts and prostheses are not permitted. Due to the uncontrollable nature of the Wild Water Rapids and the potential for collision with other riders, guests

using prostheses may ride the Rapids individually. Please speak to a member of the lifeguarding team who will arrange this for you.

- Snorkels/masks are not permitted
- The Wild Water Rapids are unsuitable for guests with severely limited sight due to the need to anticipate collision

#### **Rides and Slides**

- Do not use rides or slides if you have a heart condition, back injury, medical condition or are pregnant
- Traffic light systems on rides or slides must be obeyed
- Height/swim capability restrictions exist on certain rides and slides, signs in the vicinity will alert you to these
- Babies under 24 months must not be taken on adult flumes, slides or rides
- Plaster casts are not permitted on any rides or slides. Due to the uncontrollable nature of the Wild Water Rapids and the potential for collision with other riders, guests using prostheses may ride the Rapids individually. Please speak to a member of the lifeguarding team who will arrange this for you.
- Prostheses are not permitted on rides or in areas where they may cause injury to others

#### TOWELS

Towels (one hand and bath per person) are provided in all accommodation. Swim towels are also available to rent in the Subtropical Swimming Paradise.

#### **TOURIST INFORMATION**

For information on places of interest to visit locally, please contact Guest Services.

#### TRAFFIC

To preserve our safe and natural environment we restrict the use of guest cars within the resort. Guests are only permitted to use their cars within the resort for unloading/loading at their accommodation on arrival and departure. Hotel and spa day guests may use their cars to travel to and from the hotel and our Aqua Sana Spa. Our staff and sometimes refurbishment/maintenance teams will need to use vehicles to travel around the resort but this will be kept to a minimum.

#### VILLAGE MAPS

Large maps are located around the resort and you can also find a map for the resort on our website.

#### WATERSPORTS ACTIVITIES

Buoyancy aids are compulsory for most watersports activities and are provided free of charge. Before participating in watersports activities, make sure cuts and grazes are covered.

Please shower after participating in activities on the lake, particularly before eating or drinking. If flu-like symptoms or headaches occur after any water sports activity, please inform Guest Services or your own GP.

Personal crafts are prohibited on the lake.

#### WEATHER CONDITIONS

As we are in a forest environment we kindly ask that you take sensible precautions in severe weather conditions such as:

- Sticking to prepared paths and roads when moving around the resort
- Depending on the severity of the weather, please consider walking rather than cycling
- Please do not venture in to or allow children to play in wooded areas, as even small twigs and branches can cause injury if dislodged by wind or snow
- Please observe local signage and let us know if you need any assistance in such circumstances
- In icy/snowy conditions, priority is given to gritting high pedestrian traffic routes and as such individual accommodation paths are not gritted, except for adapted accommodation. Please take extra care on these routes
- If conditions deteriorate, we may need to withdraw certain outdoor activities and limit movement around the resort whilst storms pass

#### WI-FI

Friendly Wi-Fi access is available in all central and public buildings and in all accommodation. Please note that this complimentary service is subject to availability and cannot be guaranteed.

To gain access please select **'Center Parcs Guest Wi-Fi'** from your device and follow the prompts to connect.

### A-Z of Accommodation Services and Facilities

#### ACCOMMODATION

Please use your accommodation and its contents with care and leave it in a clean and tidy condition on departure. We reserve the right to charge you for any extra cleaning, missing items or damage.

#### **ACCOMMODATION VISITS**

We will not enter the accommodation if dogs, or children under the age of 16 years are present and are unaccompanied by an adult.

#### BALCONIES

Please supervise your children carefully on balconies and take particular care that they do not climb on chairs and tables.

#### BARBECUES

The ParcMarket sells all you need for a memorable barbecue. Please use brick barbecue stands where available.

- Where barbecues are permitted, please ensure that they are never left unattended and embers are thoroughly extinguished before being left to cool
- Do not empty hot charcoal or ashes into bins, wait until they are cold. Metal ash bins are provided in every bin bay for the disposal of barbecue refuse. Do not use any other means of disposal
- Some accommodation features brick built barbecue holders on the patio which are suitable for disposable barbecue trays
- Disposable barbecues may be purchased from ParcMarket
- You are welcome to bring your own barbecue, however we only allow the use of lumpwood charcoal. Please note that portable gas barbecues are not permitted
- Only proprietary barbecue lighting products may be used
- Please note: The use of barbecues may be prohibited in prolonged periods of extreme hot weather with increased fire risk

Barbecues are not permitted where your accommodation has a balcony rather than a patio.

#### **BATH MATS**

Non-slip bath mats are available. Please contact Guest Services.

#### **BED GUARDS**

Bed guards are available on request subject to availability. Please contact Guest Services.

#### **BEDDING AND LINEN**

Replacement bedding, linen and pillows are available, please contact Guest Services. You may be charged for this service.

#### **CHILD SAFETY GATE**

Safety gates are provided as standard in all 2 storey accommodation.

#### Instruction to open and close the Lindam safety gate:

- (1) To release the gate, push the catch in a forward or backward movement (depending on desired direction)
- (2) To lock the gate, push it back into the closed position ensuring it is locked by the catch
- (3) Once closed, check the gate is locked in

#### Guard Me Babydan and Multidan Gate

If the safety barrier is used at the top of the stairs, it should not be positioned below the top level.

If the safety barrier is used at the bottom of the stairs, it should be positioned at the front of the lowest tread possible.

Important: Adjust the barrier to ensure it is as tight as possible, so there is no risk of the barrier stretching over the edge of the top stair.

### Please note: This product does not necessarily prevent accidents from happening.

The safety barrier has a manual closing system. Always check that the safety barrier is correctly closed and locked.

#### Guard Me Babydan Gate



#### Guard Me Multidan Gate



#### **CLINICAL WASTE**

Should any of your party require access to clinical waste disposal facilities, please contact Guest Services who will supply the appropriate bags or sharps bins.

To ensure the safety of Housekeeping staff please do not dispose of clinical waste with normal refuse and please do not flush sharps down the toilet. As a commercial enterprise, Center Parcs is not allowed to dispose of clinical waste with normal refuse. Please follow the instructions provided by Guest Services for safe disposal.

#### COTS

One cot is available as standard in most types of accommodation. Additional cots are available via Guest Services.

#### Wooden Folding Cot

Most cot types have instructions attached to the cot. Where there are no

instructions see below;



Please ensure locks are engaged before use.

#### Fold

- 1. Unscrew the thumbscrew and lift the mattress base upwards
- 2. Lift the metal clips on the cot ends
- 3. Put the drop side in the lower position
- 4. Fold the cot ends inwards



#### Holibobs Fold Away Cot



- Unfold the cot ends using the frame and not the metal clips on the top of the cot
- 2. Push the metal clips on the cot ends until they click into position
- 3. Lower the mattress base and insert the thumbscrews on the side of the base, until they are firm
- 4. Press down on base to ensure it is fixed in position
- 5. Place mattress onto base

Please note: In the interests of safety, even where space permits, the boiler room must not be used to sleep in.

#### DOGS

In accommodation where dogs are permitted, please ensure you abide by the instructions to safeguard colleagues during their visits to your lodge and keep dogs under strict control at all times.

#### **ENERGY SAVING**

Center Parcs are taking various measures to protect the environment and reduce our carbon footprint by including the use of low energy lighting, energy efficient boilers and appliances and time-based control of heating.

Please help us to conserve energy by switching off all appliances when not in use and turn the lights off in your accommodation before going out. In some accommodation types this can be done by switching off the master light switch adjacent to the front door. Please help us to conserve water by only using as much as you need.

#### **FAULT REPORTING**

All accommodation receives regular safety inspections by appropriately qualified engineers to ensure that the electrical installation, electrical appliances and gas appliances are in safe working order.

If you experience any technical problems, please contact Guest Services at the earliest opportunity. We aim to respond as quickly as possible.

#### FIREPLACES AND WOOD BURNING STOVES

#### (In specified types of accommodation only)

You can enjoy the welcoming warmth of a real fire in your accommodation simply by buying long burning safety logs from the ParcMarket. Please only burn one log at a time, this is the maximum the fireplace/stove can accommodate safely. Only logs purchased from the ParcMarket can be burnt, please do not use branches, logs or cones from the forest and do not leave a burning log unattended.

If there is a wood burning stove in your accommodation, please take care when opening the stove door. Please use the glove and handle provided. When in use the whole stove

and surrounding area is hot to touch and will remain so for some time after the log has finished burning. Do not adjust the air intake on the wood burning stove.

Some accommodation has gas fired heaters that look like log burners, please note these cannot be used to burn logs. A notice should highlight this in the accommodation.

#### **HEATING AND HOT WATER**

#### Please do not adjust your boiler

Your heating is controlled by a thermostat on the wall in the living room area which is adjusted to an optimum temperature according to the season and time of day. For your comfort you may adjust the heating using the thermostat to suit your individual requirements, but you may notice after a prolonged period of time it will revert to the default setting. This is to ensure that if the accommodation is unoccupied for a period of time we are conserving energy in line with our environmental policy.

If you experience difficulty adjusting the temperature in your accommodation, please contact Guest Services.

Please do not attempt to adjust boiler settings as this may affect water temperatures and cause exceptionally hot radiators.

#### **HEATING THERMOSTAT**

To maintain our commitment to the environment we have preset your heating control to ensure your accommodation is as comfortable as possible but not wasteful.

Please note, thermostats may vary in different accommodation types. If further assistance is required, please contact Guest Services.

Please follow the instructions below -



- To increase to the desired temperature, press the button marked ▲
- To decrease the desired temperature, press the button marked ▼
- When the 'flame' symbol appears, the heating is on.
- The display will show the actual room temperature
- The 'i' button will show the desired temperature

Minimum and maximum temperatures may vary depending on season and accommodation type.

#### **HIGHCHAIRS**

One highchair is available as standard in most types of accommodation. Additional highchairs are available via Guest Services.

#### Instructions for safe operation:

- (1) The highchair must **ALWAYS** be on a level stable surface and for folding highchairs have the front clips locked in position
- (2) Keep all HAZARDS such as electrical flex, knives and hot plates out of reach of the child in the highchair
- (3) NEVER leave the child unattended. The child should, at all times, wear a safety harness correctly fitted and adjusted
- (4) To clean please use warm soapy water
- (5) WARNING be aware of the risk of sources of heat, such as fires and stoves in the vicinity of the highchair
- (6) Only use the highchair if your child can sit up unaided
- (7) Please do not use the highchair if any part is broken, torn or missing

Please contact Guest Services who will arrange for a replacement to be sent to your lodge.

#### Instructions for folding: -

- (1) Lift the tray up and over the highchair back
- (2) Now align the front bar of the highchair with the two clips underneath the tray
- (3) Push the clips firmly until they lock the tray in position

#### Fold

- (1) Release the clips underneath the tray
- (2) Swing the tray up and over the top of the highchair
- (3) Push the centre of the seat back towards the front of the highchair

#### HOT TUBS (Available in specific types of accommodation)

Signage on how to operate can be found in the safety guidelines located on the patio area. A hoist is available upon request, in adapted accommodation. If you require any assistance using this equipment please contact Guest Services.

#### **INFORMATION CHANNEL**

Turn to Channel 800 for useful information about your break.

#### **IRONS AND IRONING BOARDS**

Irons and ironing boards are available for apartments if requested from Guest Services

#### **KEYS AND WRISTBANDS**

At least two keys or wristbands are made available per lodge. If additional keys or wristbands are required, they are available subject to availability from Guest Services (a refundable deposit may apply).

Please report lost keys and wristbands immediately to Guest Services.

#### **PEST CONTROL**

As we are situated in a forest environment and although we do have preventative measures in place, naturally, wildlife may encroach from time to time. If you have any concerns regarding pests (i.e. ants, mice, etc.), please contact Guest Services immediately.

#### SAFES

A security box/safe is available in your accommodation and we strongly recommend use. A guide on how to use it is available by the safe (safes

are located in a wardrobe in the bedroom or in the store cupboard by the front door).

We strongly advise you to take care of all personal belongings. Please do not leave your property unattended whilst out on the village or in your accommodation. Use lockers where available.

If you experience any difficulty with the safe, please contact Guest Services or Security for assistance.

#### SAUNA AND STEAM ROOMS (in specified types of accommodation only)

If these facilities are available within your accommodation, please familiarise yourself with the safety instructions. In steam rooms pay particular attention to the location of the steam outlets as contact with them will cause burns. In saunas ensure no items are placed in or near the coals at any time.

#### Failure to follow sauna instructions below have resulted in serious fires.

- (1) Before turning on the sauna, please ensure that you read the 'Sauna Operating Instructions' located next to your sauna
- (2) Ensure no objects (e.g. towels, swimwear, clothes or paper) are left anywhere in the sauna at any time
- (3) Never place anything on the stove
- (4) Please be aware that in conventional saunas, the stove becomes very hot
- (5) The sauna and steam rooms are not recommended for children under 8 years. Children over 8 years must be supervised at all times
- (6) If in any medical doubt, please check with your doctor before using the sauna
- (7) If you are reliant on a wheelchair for mobility please do not use the sauna alone. If your wheelchair will fit into the sauna cabin, do not remain in it whilst using the sauna or leave it inside the sauna whilst in use. The metal parts of the wheelchair may become hot and burn skin on contact

#### How to use the Infra Red Sauna

- Remove all jewellery and any metal (such as swimwear with metal pieces) as these could get hot
- To turn on, press the 'on' button once a red light should show. Set the control setting to 'strong' and give the heaters 5 to 10 minutes to warm up
- As you start your session, reduce the control setting from 'strong' to 'medium'

- We recommend sitting on a towel during your session and placing one under your feet, as the floor can get quite warm too
- Sit with your back directly in front of the heater for maximum relaxation
- Too hot? Too cold? Don't worry, you can adjust the intensity to suit your comfort level
- Relax for 20 to 40 minutes
- Remember to stay well hydrated before and after your session (but please, no alcohol)

#### SECURITY

Please close all windows and doors properly, paying special attention to patio doors, and keep all valuables out of view and locked in the safe whenever possible.

#### **SMOKING**

For the consideration of others, *smoking is not permitted inside your accommodation*. An ashtray has been provided on the patio area outside should you wish to smoke. If you smoke outdoors, please ensure all cigarettes are fully extinguished using ashtrays provided. E-cigarettes will be treated as real cigarettes.

Should it be discovered during your stay that there is evidence of smoking inside the accommodation, we will charge the recovery costs to clean and prepare the accommodation for our incoming guests.

#### **TEA AND COFFEE**

A small supply of tea and coffee is provided for your convenience on arrival. Further supplies of these items can be purchased from the ParcMarket.

#### **TELEVISION CHANNELS**

All accommodation has one or more multi-channel televisions (dependent on accommodation type). A range of terrestrial and saorview channels are available, Center Parcs information channel can be found on channel 800.

#### Please note: Channel availability does vary.

Subtitles are available on selected channels.

Please note that regional variations may apply, and we reserve the right to amend the channels from time to time. For local information, please ask Guest Services.

#### Connecting a games console to the television

If you wish to use your own games console, please use the media hub or connection plate. Unfortunately, cables and accessories are not available for hire.

#### **TELEPHONE**

Telephones are available in specified types of accommodation.

#### **KITCHEN SAFETY**

Please take particular care when igniting ovens and grills. Keep your children out of the kitchen. Take care when filling the electric kettle, ensure that you disconnected it from the electrical supply before filling. Oven doors can be hot, exercise caution, particularly with younger children. Please do not leave items in the grills or oven unattended. Please note that guests own catering equipment is not permitted in any type of accommodation.

#### **COFFEE MACHINE (in specified types of accommodation only)**

- (1) Fill the water reservoir to the desired level
- (2) Press on/off
- (3) Place pod in pod holder
- (4) Close lid
- (5) When light flashes press button to dispense hot water
- (6) When light no longer flashes, carefully remove and dispose of pod
- (7) Drink is ready Take care, it will be hot!

Additional coffee pods are available to purchase from the ParcMarket

#### **DISHWASHER**

- (1) To load the dishwasher, first remove any scraps of food from the dishes. Pull the lower basket out and arrange the saucepans and plates and use the cutlery basket
- (2) Pull out the upper basket and arrange the plates, saucers, glasses, cups etc
- (3) Slide the baskets back into the machine
- (4) Ensure the spray arms can rotate freely
- (5) Place the dishwasher tablet in the detergent dispenser on the door and close the dispenser lid
- (6) Turn the dishwasher on by pressing on the power button
- (7) Press the programme selection button until the desired programme is selected
- (8) Close the dishwasher door to begin the wash cycle
- (9) At the end of the programme wait 15 minutes before opening the door to allow the dishwasher to cool down and to avoid scalding when emptying the dishwasher. Switch off the machine before unloading

A starter pack of dishwasher tablets is provided. Additional dishwasher tablets can be purchased from the ParcMarket.

#### **DISHWASHER INSTRUCTIONS FOR USE**

#### **Control Panel**



#### **Power Button**

To switch the power to the dishwasher on or off, press the 'Power' button (1). When you switch on the dishwasher, the 'End of programme' light will illuminate.

#### **Programme Selection Button**

The dishwasher defaults to the 'Eco' programme. To select an alternative programme, press the 'Programme selection' button (2) several times, until the light next to the required programme is illuminated.

#### **Delay Timer Button and Delay Timer Indicator Lights**

The dishwasher is equipped with a variable delay timer of three, six or nine hours duration.

To set the delay timer, press the 'Delay Timer' button (3). This will switch on the delay timer for three hours, and the 3h light will illuminate. To change the duration, press the 'Delay Timer' button again until the light next to the required time (6h or 9h) is illuminated.

To cancel the timer, press the 'Delay Timer' button again until none of the 'Delay Timer' Indicator lights are illuminated.

As the delay timer counts down, the 'Delay Timer Indicator' lights will illuminate in turn, so at six hours delay the '6h' light will illuminate, and at three hours delay the '3h' light will illuminate.

#### **End of Programme Light**

When the programme is complete, the dishwasher will emit five beeps and the 'End of programme' light will illuminate.

#### Starting a Programme

- Press the Power button
- Press the 'Programme selection' button until the required 'Programme' light is illuminated
- If required, press the 'Delay Timer' button
- Once the power is switched on, the 'End of programme' indicator light will switch on
- Once a programme is selected, the 'End of programme' Indicator light will switch off, and the 'Programme Indicator' light will switch on
- When you close the dishwasher door the programme will start automatically

Please note: The dishwasher stores the most recently used programme in its memory. To change the programme, simply press the 'Programme Selection' button.

#### At the End of a Programme

If possible, do not open the dishwasher door once the programme has started.

At the end of the programme, the dishwasher will beep five times, and the 'End of programme' Indicator light will switch on.

#### Changing a Programme

It is possible to change the programme if necessary once the programme has started.

- First open the door slightly to reduce the risk of water spillage
- Press the 'Programme selection' button until the required 'Programme indicator'

light is illuminated

• Then close the door. The dishwasher will begin the new programme from the point at which the old programme stopped

#### **Cancelling a Programme**

It is possible to cancel the programme once the programme has started.

- First open the door slightly to reduce the risk of water spillage
- Press and hold the 'Programme selection' button for approximately three seconds, until the 'End of programme' Indicator light flashes and the 'Programme Indicator' light switches off
- Then close the door. The dishwasher will drain for approximately thirty seconds

Once this is complete, the dishwasher will beep five 10 times and the 'End of programme' Indicator light will switch on.

#### Switching the Dishwasher Off

- Once the dishwasher beeps five times, and the 'End of programme' Indicator light Switches on, the dishwasher can be switched off by pressing the 'Power' button
- Then turn off the water tap and remove the plug from the power socket

Please note: The dishwasher will automatically continue on the programme it has started if the door is opened and closed or after a power cut.

Programme Listing						
Programme Names and Temperatures	Intensive 70º (P1)	Super 65º (P2)	Eco 50º (P3)	Quick 40º (P4)	Pre-wash No Heat (P5)	
Type of Food Waste	• Soups • Sauces • Pasta • Eggs • Pilaf • Potato • Oven Dishes • Fried Food	• Soups • Sauces • Pasta • Eggs • Pilaf • Potato • Oven Dishes • Fried Food	• Coffee • Milk • Tea • Cold Meats • Vegetables	• Coffee • Milk • Tea • Cold Meats • Vegetables	<ul> <li>Pre-wash to rinse and loosen residue</li> <li>Await full load</li> <li>Select a programme</li> </ul>	
Level of Soll	High	Medium	Medium	Small	N/A	
Programme Duration (minutes)	127	50	187	30	15	

#### HOBS

All self-catering accommodation has either a gas or electric hob which operates in the usual way.

If the appliance is not working and does not have power, please make sure that the isolation switch is turned on at the wall above the worktop level, if it is still not working then contact Guest Services.

#### Some hobs have a child lock denoted by $\bigcirc$

#### To turn off the child lock

Touch the  $O^{\sim}$  key for approximately three seconds until the LED above the child lock key goes out and the hob beeps to confirm the child lock is switched off.

#### To set the child lock

Touch the  $\bigcirc$  key for approximately three seconds until the LED above the child lock key illuminates and the hob beeps to confirm that the child lock is switched on.

#### Using the Hob

To switch the zone on, touch the  $O^{\circ}$  key. The zone displays will flash 0 and the hob will beep to confirm the hob is on.

### Please note: If a power level is not set within ten seconds, the zone will switch off automatically.

#### To set the power level

- Touch the zone selection key for the zone required
- Touch the  $O^{+}$  key to increase the power level from 1 (lowest) to 9 (maximum), and the  $O^{-}$  key to reduce it

To go straight to power level 9, touch the  $\ensuremath{O^{+}}$  key when the zone is first switched on.

#### To switch a zone off

- Touch the zone selection key for the zone required.
- Touch the  $\bigcirc$  key to reduce the power level to 0. The zone will switch off after approximately three seconds.

To switch the hob off Touch the  $O^{\bullet}$  key

#### **MICROWAVES**

All self-catering accommodation, has a microwave which operates in the usual way.

#### Safety precautions, please:

- Do not use any metallic cookware or tinfoil in the microwave oven
- Do not heat airtight or vacuum-sealed bottles, jars, containers or airtight food (e.g. eggs, nuts in shells, tomatoes)
- Do not operate the microwave oven when it is empty
- Do not cover the rear ventilation slots with paper or cloths
- Do not touch heating elements or interior oven walls
- Always use oven gloves when removing a dish from the oven
- Take care when heating liquids and baby foods stir during heating and do not over fill
- Stand at arm's length when opening the door
- A clicking sound might be noticed while operating, especially when the food is defrosting, this is normal
# **CONTROL PANEL**

In some types of accommodation there is a combi oven which can be used as a microwave, grill or oven. The instructions for this are below:



#### To select a function and begin cooking

With the appliance on, use the function up sensor (C) or the function down sensor (B) to select the desired function. The function's preset temperature will appear in the temperature display area, if applicable. If you are ready to begin cooking, press the confirm/pause sensor (I).

## **SELECTING A FUNCTION**

A list of functions and their specification is below.

lcon	Function	Power	Preset Temperature (ºC)	Microwave Power (W)	Preset Time (Min)	Adjustable Temperature Range (ºC)	Adjustable Microwave Power Range	Minute Minder
	Microwave	1645W	/	800	1	/	900-100W	No
	Microwave + Grill	1645W/ 1738W	180	400	10	110-180	200-600W	No
	Microwave + Rear Element + Fan	1100W/ 1680W	180	400	10	110-180	200-600W	No
	Defrost	1645W	/	400	10	/	/	No
	Top Grill	1750W	180	/	Default	50-250	/	Yes
$\bigotimes$	Rear Element + Fan	2850W	180	/	Default	50-250	/	Yes
ĨX	Top Grill + Fan	1750W	180	/	Default	50-250	/	Yes
$\overline{\otimes}$	Top Grill + Rear Element + Fan	2850W	180	/	Default	50-250	/	Yes

#### **SAFETY KEY LOCK**

This appliance is equipped with a safety key lock to prevent accidental use. The safety key lock can be activated when the appliance is in standby mode (i.e. just the clock displayed) or whilst a function is running.

#### To activate the safety key lock

Simply press and hold the safety key lock sensor (H) for approximately five seconds. The prompt area (fig. 2) will display a padlock symbol. All sensors will now be temporarily disabled. Any touch of the sensors, other than the safety key lock sensor (H) will cause the padlock symbol to flash as a reminder that the control panel is locked.

#### To deactivate the safety key lock

Simply press and hold the safety key lock sensor (H) for approximately five seconds. The padlock symbol in the prompt area should extinguish and the control panel will now be unlocked.

#### **OVEN AND GRILL**

The type of oven in your accommodation may vary.

Warning: If the oven in your accommodation has a pull-down glass door, please do not place cold items on a hot door, or hot items on a cold door, as this may result in the glass shattering.

# **GAS OVEN INSTRUCTIONS FOR USE**



# **Control Panel Controls Description**

- 1. Oven/grill gas control knob
- 2. Oven light selector
- 3. 60' timer

# Thermostat Knob

The values from 125° to 240° printed on the fascia panel around the thermostat knob (fig. 1) show in a growing sequence the oven temperature in °C.

# Timer

The time can be set to a maximum of 60 minutes. Turn the dial clockwise to the maximum setting of 0 minutes then turn it anti-clockwise until it reaches the desired time. When the set time expired the timer bell will sound.

Notes: The oven will not switch itself off at the end of the timed period.

Caution: If the burner is accidentally extinguished, turn the gas off at the control knob and wait at least one minute before attempting to relight.

# **Lighting of Oven Burner**

The thermostatic tap controlling the gas supply to the burner is equipped with a safety device which automatically stops the gas flow in case of flame extinction. The temperature is constantly maintained on the set value.

The electric ignition starts up by pressing the thermostat knob.

A safety device prevents the electric ignition from functioning when the oven door is shut.



# To light the burner, you need to:

- 1. Fully open the oven door
- 2. Press the thermostat knob (fig. 2) thoroughly to start up the electric ignition and, keeping the knob under pressure turn it anti-clockwise (fig. 4) to position. Never continue this operation for more than 15 seconds. If the burner has still not ignited, wait for at least 1 minute prior to repeating the ignition
- 3. Wait about ten seconds after lighting the burner to release the knob
- 4. Adjust the thermostat knob on the desired setting. If the flame extinguishes for any reason, the safety valve will automatically shut off the gas supply to the burner. To re-light the burner, first turn the oven control knob to the off position, wait for at least one minute and then repeat the lighting procedure

## Lighting of Gas Grill Burner

The thermostatic tap controlling the gas supply to the burner is equipped with a safety device which automatically stops the gas flow in case of flame extinction.

The electric ignition starts up by pressing the thermostat knob. A safety device prevents the electric ignition from functioning when the oven door is shut.

# To turn on the grill burner:

1) Open the oven door

- 2) Press thoroughly and turn clockwise the oven gas thermostat knob fig. 6 to set symbol GRILL\*. Never continue this operation for more than 15 seconds. If the burner has still not ignited, wait for about 1 minute before repeating the ignition
- 3) Wait about ten seconds after the burner lighting before releasing the knob (time of priming of the valve). Should the flame of the burner extinguish for any reason, the safety valve will cut off automatically the gas flow to the thermostat

**Important:** In case of accidental extinction of the burner, turn off the control knob and wait at least one minute before trying to ignite again. Remember to keep children away from the appliance when you use the grill or oven, since these parts become very hot



Traditional Grilling Very important: always use with the door ajar (Fig. 8).

Switch the grill on, setting the knob to position GRILL\*. Leave to warm up for approximately five minutes with the door ajar. Place the food inside positioning the rack as near as possible to the grill. Insert the drip pan under the rack to collect the cooking juices.

The operation of the grill should not exceed 30 minutes.

Attention: the oven door becomes very hot during operation. Keep children away.



# Warning

The grill burner must be used with the door ajar only. The cooling fan air flow (below the control panel) allows a correct discharging of the hot air coming from the inside of the cavity.

Do not use the grill burner if the cooling fan is not operating (e.g. mains failure, cooling fan broken).

# **Oven Light**

The oven provides an interior lamp to allow the visual inspection during the cooking. To light the oven lamp, turn the knob (fig. 9) to the 🖗 symbol

# **ELECTRIC OVEN INSTRUCTIONS FOR USE**

# **Oven Controls and Use Temperature knob**

- To set the temperature, turn the temperature knob clockwise to the required temperature
- Once the oven has reached the required temperature, the temperature indicator lamp on the control panel will switch off
- The temperature indicator lamp will light up when the oven elements are in operation

# **Cooking function knob**

To set the function, turn the cooking function knob to the required function. Each of the oven functions uses different elements within the oven to offer you the best choice of cooking every time. These are explained below:

Please note: The oven light will operate on all functions.



## Defrost

Using the fan only this oven function circulates the air around the oven cavity, speeding up the natural defrost process (1kg takes approximately one hour, depending on the type of food).



## Fan Oven

Using the circular element and the fan with a temperature between 50°C and 250°C, this cooking function blows the air into and around the oven cavity. Temperatures are achieved quicker, reducing or even removing the need for preheating. Both cooking temperatures and cooking times can be reduced for a more energy efficient cooking programme.



## Fanned Grill

This function uses the fan to circulate the heat from the grill element around the food. The temperature can be set between 50°C and 250°C.



## Full Grill

This function radiates the heat from the grill element. This fully temperature variable grill is ideal for grilling a full family meal. It can be set between 50°C and 250°C maximum.

# For each grill function please note:

- Always grill with the oven door closed
- Put the grill pan as close to the grill as possible
- Do not grill for more than 30 minutes at a time
- Preheat the grill for up to five minutes with the oven door closed

#### Warming Oven

Using heat produced only by the bottom element, this natural heat is perfect for dough proving and blind baking.



# **Fan Assisted Oven**

Using the circular element and the fan with a temperature between 50°C and 225°C, this cooking function blows the air into and around the oven cavity. Temperatures are achieved quicker, reducing or even removing the need for preheating. Both cooking temperatures and cooking times can be reduced for a more energy efficient cooking programme.



# **Conventional Oven**

This function uses the upper and lower heating elements with a temperature between 50°C and 240°C. Natural convection creates a perfect cooking zone in the centre of the oven, ideal for dark fruit cakes and pastries.

# INSTRUCTIONS FOR MONTPELLIER DISHWASHER

# **The Control Panel**



- 1. Power On/Off Button
- 2. Programme Selection Button Allows you to select a suitable programme.
- 3. **Delay Timer Button** You can delay the start of a programme by 3, 6 or 9 hours by pressing this button. The delay will increase by 3 hours each time the button is pressed, once you have the required delay press the programme selection button. If you wish to change or cancel the delay, you can adjust it with the delay timer button as it will be activated/deactivated according to the last value entered.
- 4. Salt Warning Indicator When your machine needs salt the salt warning indicator will come on. Please report to Guest Services.

**Rinse Aid Warning Indicator -** When there is insufficient rinse aid in your machine the rinse aid warning indicator will come on. Please report to Guest Services.

**End of Programme Indicator** – When a programme has ended the end of programme indicator will come on. Additionally your machine will sound a buzzer 5 times.

# LOADING THE BASKETS

# **Upper Basket**



There are folding dish racks on the upper basket of your machine.

You can use these dish racks in an open or closed position depending on whether you want to place cups, long glasses, or cutlery on them.

Ensure that items are not blocking the rotation of the top spray arm.

# Upper basket height adjustment



The upper baskets location can be altered as shown in the image to the left.

The benefit of this is by dropping or moving the basket up in the machine you will have more space either below or above the larger items.



In order to change the height, remove the basket by shifting the clip at the end of the rail to the side.

You can then reposition the basket on the other wheels, do not forget to shift the clip at the end of the rail back into position to lock the basket and prevent it from sliding out.

# Lower basket



#### **Upper basket**





# Incorrectly distributed loads







Programme Names and Temp	Intensive 70ºC (P1)	Super 65ºC (P2)	Eco 50ºC (P3)	Quick 40ºC (P4)	Prewash No Heat (P5)	
Type of Food Waste	Soups     Sauces     Pasta     Eggs     Pilaf     Potato     Oven Dishes     Fried Food	Soups     Sauces     Pasta     Eggs     Pilaf     Potato     Oven Dishes     Fried Food	• Coffee • Milk • Tea • Cold Meats • Vegetables	• Coffee • Milk • Tea • Cold Meats • Vegetables	<ul> <li>Pre-wash to rinse and looser residue</li> <li>Await full load</li> <li>Select a programme</li> </ul>	
Level of Soil	Heavy	Medium	Medium	Light	/	
Detergent Amount B: 25cm3/15cm3 A: 5cm	A+B	A+B	A+B	В	/	
	Prewash	65ºC Wash	Prewash	40ºC Wash	Prewash	
	70ºC Wash	Cold Rinse	50ºC Wash	Cold Rinse	End	
	Cold Rinse	Hot Rinse	Hot Rinse	Hot Rinse		
					-	
	Hot Rinse	End	Dry	End		
				1	-	
	Dry		End			
		-		-		
	End					

# Selecting a Programme



- 1. Press the power on/off button
- 2. Select the programme suiting your dishes via the programme selection button
- 3. Close the door. The programme starts automatically

Note: If you decided not to start the machine after selecting the programme, just press the on/off button. Your machine will be ready for a new programme to be selected when you next press the on/off button.

#### Programme Follow-Up



#### **Changing a Programme**

If you would like to change programmes whilst a wash programme is in process do the following:



Note: When the door of the machine is opened to stop a wash programme, ensure that the door is opened slightly at first to avoid water spillage.

# In the event of emergency, please use the Emergency number in the 'Useful Telephone Numbers' section.

## In Your Accommodation

On arrival, please familiarise yourself with emergency procedures for dealing with fire. Notices are present in all accommodation. Floor plans are present in Apartments and Hotels. 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 report to Guest Services if the detector is faulty or is particularly sensitive.

Please Note: Boiler Rooms/Storage Areas within the accommodation are not suitable for sleeping in. In addition, do not leave items in contact with the boiler.

#### If you discover a fire:

- Raise the alarm.
- If safe to do so, tackle a small fire with the extinguisher provided. Do not put yourself at risk.
- Evacuate the property and alert neighbours if possible.
   Do not stop to collect belongings.
- If this has not occurred already, report the fire to Guest Services/Security by the nearest phone. Use the emergency phone number.
- Do not return to the building until authorised to do so.

#### **Public Buildings**

Staff in all public buildings receive regular training in fire evacuation procedures and will supervise the evacuation should the fire alarm sound.

Designated assembly areas are provided outside all buildings.

Please do not be anxious. Rest assured if you are separated from other members of your party at the time of the alarm, they will have been evacuated to an alternative location. We will do our best to reunite you as soon as possible.

We advise parties that have been separated to agree a rendezvous point, for example to return to your accommodation.

Children's play areas in particular receive immediate attention when a fire alarm occurs and the evacuation and assembly point is closely supervised.

Parents separated from their children should make their way to the assembly point assigned to the children's play area as soon as it is safe for them to do so.

Alternatively, on being informed of a false alarm please return to the play area to collect your child.

# For your own safety please read the safety instructions

accommodation. Smoke alarms are fitted in all accommodation, they are fitted with a hush button to reduce nuisance alarms. If a nuisance alarm occurs press the test button this will silence the alarm for ten minutes after which it will reset itself. If more smoke is detected the alarm will operate as normal.

If you have any disability including impaired hearing or sight, please inform Guest Services.

Please remember that you are in a forest environment. In order to minimise the risk of outbreak of fire there are a number of important measures to remember:

- Do not light fires in the forest.
- Dispose of matches and cigarettes carefully.
- You must not bring fireworks or sparklers onto the resort. Any guest found to be using their own fireworks will be asked to leave the resort.
- Use and dispose of barbecues correctly.
- At certain times of the year the entire forest will be declared a **'high risk fire'** area. Barbecues and smoking outdoors other than on accommodation patios and in pre-notified areas close to Central buildings will not be permitted. Signs will be displayed.

## Barbecues

We will listen to local advice and assess weather conditions. If we do experience long dry periods we may need to introduce a barbecue ban. If we do this, we'll text any guests impacted as soon as possible.

## Local hospital

If you require directions to the nearest Accident & Emergency hospital, please contact the Security or Guest Services team for assistance.

# **MEDICAL EMERGENCIES**

If you need to see a GP, Guest Services can provide you with contact details for a local surgery. If you require immediate hospital assistance, dial 9 for an outside line from an internal telephone then dial 999 or 112, alternatively contact Guest Services to make the call on your behalf. If you do not have a phone in your lodge and mobile signal is limited please use the emergency telephone boxes located around the village and highlighted on the village map.

Please let us know if you dial 999 or 112 direct so we can ensure that the emergency services get to you as soon as possible. If you contact an Emergency service yourself, please make Guest Services aware.

