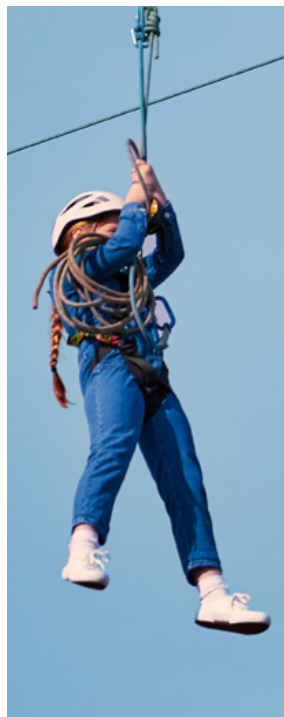


STAY SAFE ON YOUR BREAK

EVERYTHING YOU NEED TO KNOW



Butlin's

WELCOME TO THE HOME OF GETTING STUCK IN!

We believe the main ingredients for any brilliant break are plenty of space to play and days filled with endless happiness and laughter from all the family. Our three seaside resorts are alive with activity and excitement where every day is different. Whether it's indoors, outdoors, day or night, there will always be plenty for you to say 'yes you can' to during your stay.

We want you to have the best time with us in a safe and secure environment. This leaflet has all you need to know about resort safety and other helpful information. Take good care of yourself and anyone in your party, especially children, at all times.

If you have any questions or need specific advice, please let us know.

GENERAL SAFETY

Accidents

- We have fully qualified first-aiders who can provide assistance in the event of an accident.
- Please let us know about any accident you have as soon after it's happened as possible.

CORONAVIRUS (COVID-19)

Get the latest NHS information and advice about coronavirus (COVID-19) by visiting www.nhs.uk/conditions/coronavirus-covid-19/

Do not leave home if you or someone you live with has any of the following:

- a high temperature
- a new, continuous cough
- a loss of, or change to, your sense of smell or taste
- For most people, coronavirus (COVID-19) will be a mild illness. However, if you have any of the symptoms above you must stay at home and arrange to have a test to see if you have COVID-19

If you develop symptoms while on Resort

- It is very important that anyone developing symptoms calls the reception team to notify them; Nobody should leave the accommodation to report in person.
- The guest will be asked to go home to self-isolate and avoid public transport.
- All people in the same accommodation must go home to isolate as "same household"

Washing hands

- Clean your hands frequently by washing them with soap and water for 20 seconds or using hand sanitiser. This will help protect you and the people you live with. This is one of the most effective ways of reducing the risk of passing infection to others.

- If you're given a wristband to wear, please ensure you frequently wash the band (and underneath) when bathing and washing your hands.

Cover your coughs and sneezes

- Cover your mouth and nose with disposable tissues when you cough or sneeze. If you do not have a tissue, sneeze into the crook of your elbow, not into your hand. Dispose of tissues into a disposable rubbish bag and immediately wash your hands with soap and water for 20 seconds or use a hand sanitiser.

Illness

- If you or a member of your family is suffering from symptoms such as diarrhoea and/or vomiting, we would ask that you inform us immediately by calling the number for Guest Services on your welcome receipt. Please stay in your accommodation to ensure that we minimise the risk to other families, this will enable us to assist and advise you further.
NB: We provide various sanitation stations around our resorts and would ask that you and your family make use of them wherever possible.

Out and About

- Should this be your first visit to this holiday destination, may we advise that if you venture out you should familiarise yourselves with the surrounding area, paying particular attention to road layouts as well as natural features such as rivers and streams, lakes and steep slopes.
- If you visit local beaches, please pay special attention to any beach safety rules that may be in place as well as any hazards in the local environment including coastal paths, slopes or cliffs.
- Should any of your party be returning to site during the hours of darkness, may we advise that you should do so via defined well-lit routes and pavements and, where appropriate, utilise the local bus and taxi services.



CHILD SAFETY

- Please familiarise yourself and your children with the site layout along with the location of your accommodation.
- If you become separated from your child, please report to Reception/Guest Services immediately.
- Children's play areas are unsupervised by site Team Members so children must be properly supervised in these areas at all times by a responsible adult.
- Indoor soft play areas are cleaned and inspected regularly for the safety of children. If your child is sick or experiences diarrhoea in one of these areas, please let us know so that we can clean the area properly and keep it safe.
- Please note that accommodation windows may not be fitted with safety catches as they may be used as emergency exits.
- All under 8's must be accompanied by a responsible adult at all times when on site.

Open Water

- There are likely to be ponds, lakes, rivers and other open water features both on and around the site. In many cases these features have been enhanced to provide you with a pleasant and attractive environment. Please ensure children are properly supervised in these areas at all times. The location of most water features can be found on your site map so please take a moment to familiarise yourself with them.
- The site will often play host to a number of wild birds. In the interests of their safety and yours, please do not feed them.



SITE SAFETY

Road Safety

- The roads on site are subject to the same rules as the public highway.
- Keep to the speed limit – normally a 10mph speed limit applies on the site, however there may be exceptions. For the safety of everyone please adhere to the speed limit shown.
- Similarly anyone driving or travelling in motor vehicles must wear a seat belt.
- Car parking – take care when parking your vehicle. Always use designated areas.
- Please be aware that there may be large vehicles, including delivery vehicles moving around the site. Whilst we have taken every precaution to minimise the risk of an accident during these times, extra care should be taken around delivery areas.
- During colder months the site may experience icy conditions. The main roads and access routes to accommodation and facilities will be treated as soon as reasonably possible. Please use treated areas and report any areas that need further treatment to Reception/Guest Services.
- You are on Public Roads – all roads within the site are subject to the provisions of the Road Traffic Act. It is an offence to drive or be in charge of a motor vehicle while under the influence of drink or drugs. This applies to all public places here, including car parks.
- Never park on caravan bases and beware of gas, electrical and other service connections to caravans.
- All vehicles are parked entirely at owner's risk.

SWIMMING POOLS

Lifeguards

- All pools are provided with fully qualified lifeguards who are there for your safety – please follow their instructions at all times.

Children under 8 and non-swimmers under 14

- A responsible adult must accompany any child under the age of 8 years old and any child who is a non-swimmer under the age of 14 years old. The adult must remain in the water with the child at all times.
- An adult may not accompany more than 2 children at any one time.

In and around the swimming pool

- Children using swim aids such as armbands must be constantly supervised by a responsible adult.
- Any person suffering with a heart condition, back injury, under the influence of drugs or alcohol, or pregnant are not permitted to use the flumes or slides at any time.
- Height restrictions will apply for flumes or slides. Check before use.
- Non or weak swimmers must not go out of their depth.

Before entering the swimming pool

- Children should be encouraged to use the toilet before entering the swimming pool.
- Please shower before using the swimming pool.
- If you have been suffering from any type of gastro-intestinal illness within the previous 48 hours, we respectfully ask that you do not use the pool to help minimise the risk of any infection spreading.



FIRE SAFETY

PUBLIC BUILDINGS

Prevention

- Only smoke in the designated areas and please use the ash trays provided.
- Place your rubbish in waste bins provided throughout the site.

What to do in the event of a fire

- We have fully trained Team Members to assist you in the event of a fire alarm activation. If the alarm sounds, leave the building through the nearest available exit and follow the instructions given by our Team Member.
- If you discover a fire, activate the nearest 'break glass' or tell a Team Member where the fire is before leaving the building.
- Do not attempt to tackle the fire yourself.
- Never stop to collect your personal belongings.
- Never re-enter a building unless you are told to do so by a member of the site management team.

ACCOMMODATION

Prevention

- Avoid the use of multi-socket adaptors which can overload the power supply.
- Switch off all appliances when you are not using them, especially at night.
- Do not cover any appliances provided for heating in your accommodation.
- Do not hold open self-closing fire doors and take care not to get fingers trapped when they close.
- Do not store combustible items inside your water heater or boiler cupboard.

- Avoid the use of candles or naked flame products and avoid deep pan fat frying.
- Do not interfere with the smoke detector. If it appears not to be working correctly, please let us know.
- Take care when positioning mobile cots in your accommodation. Please keep them away from hot surfaces/heaters and do not position them where they might block an escape route. Never place beds (including fold-out beds) or bedding near a fire at any time.
- If you are staying in a caravan, please ensure the gas fire is turned off when you are using the fold-out bed. Please refer to Gas Safety for details on the operation of gas appliances.
- Please avoid the use of portable radiant-bar or convector heaters, especially in sleeping areas.

What to do in the event of a fire

- If you discover a fire, alert other people in your accommodation and evacuate immediately.
- Raise the alarm by contacting Reception/Guest Services, the site's out of hours emergency telephone number or 999.
- Alert adjoining accommodation if it is safe to do so.
- Never put yourself or anyone else in danger if using any of the fire-fighting equipment provided. If in doubt, get out.
- You are not encouraged to fight the fire yourself.
- Do not waste time collecting personal items and do not put yourself or anyone else in danger.
- Do not re-enter your accommodation for any reason.



ACCOMMODATION SAFETY

GAS SAFETY:

Ventilation

- If you are staying in a caravan, ventilation has been provided in the roof and the floor to allow gas appliances to operate safely and to allow products of combustion to escape. Please do not cover the ventilation under any circumstances.

Operation of Gas Appliances

The following advice covers the main points you need for the safe operation of gas appliances.

If you have any doubt or you require further detailed instructions please contact Reception/Guest Services.

- **Fire** - To light the fire, press and turn the gas flow knob to low, which is the first position, and press the spark igniter button at the same time. In some models the igniter is incorporated into the gas control and operates automatically when the gas flow knob is turned. When the appliance is lit, release the igniter and hold the gas flow knob for 20 seconds before releasing. Finally, adjust the heat to the required setting.
- **Hob** - To light the hob, turn the gas flow knob to low and hold it down before lighting the corresponding ring using the electronic igniter button. Some models have an automatic ignition that lights the hob when the gas flow knob is turned and held down.
- **Oven and grill** - To light the oven or grill, open the door and turn the gas flow knob to low then press and hold the gas release button downwards before lighting the cooker using the electronic igniter button. Hold the gas flow knob for 20 seconds before releasing. Finally, adjust the flame as required and close the oven door when the burner has ignited. Do not close the grill door whilst the grill burner is alight.

This advice applies equally to models with and without gas release buttons.

- **Water heater or boiler** - This appliance should be lit for you and set so that no further adjustment

is needed. If you cannot see a pilot light from the front of the appliance, or no hot water comes from the taps, contact Reception/Guest Services and someone will come and re-light the appliance for you.

If the fire, hob, oven or grill do not light or they go out, return the settings to off, wait for 2 minutes and start again using the above instructions. If the appliance still fails to ignite, contact Reception/Guest Services.

What to do if there's a gas leak

- Evacuate the accommodation opening windows and doors as you go.
- Turn off the gas supply which will be located outside the accommodation.
- Report it to Reception, Security or Guest Services immediately - don't hope that someone else will.
- Do not smoke or use naked flames.
- Do not turn any electrical switches ON or OFF.
- Caravans are fitted with CO monitors that are checked regularly. Should a CO monitor activate, evacuate the caravan and report the activation to Reception/Guest Services.

GENERAL ACCOMMODATION SAFETY:

Food Safety

- If there are cooking appliances in your accommodation they are probably different to those you have at home. Please take care when using them and ensure food is thoroughly cooked before it is served.

Showers

- Please take care when other water sources are being used as the water temperature of the shower can fluctuate.

Caravan Steps Railing

- Please note that the railing on caravan steps is a guide rail only and is not a full weight bearing hand rail.

Butlin's

HAVE A GREAT
HOLIDAY

WE'RE A SOCIAL BUNCH

