

Visit our website... [www.hru.co.uk](http://www.hru.co.uk)

## SECURITY

Please report anything suspicious to Reception. 24 hour security is provided and CCTV operates around the resort. Our resort rangers are here to ensure that you have a safe and secure holiday. The resort operates a zero tolerance policy towards all aspects of anti-social behaviour. Resort rangers will deal swiftly with all types of unreasonable behaviour.

## SMOKING

Smoking is not permitted in any of our facilities or accommodation. Please dispose of cigarette materials in the correctly marked bins.

## ENTERTAINMENT VENUES



Due to licensing requirements some venues will have age restrictions. Proof of age will be required to purchase alcoholic drinks if you appear to be under 21 years of age.

A suitable dress code applies. Strobe lighting may be used. The Tavern may only admit persons over the age of 14 on Friday, Saturday and Sunday evenings and during special events. Legends Bar is only available to over 18s. Dogs are welcome in Legends. Service dogs welcome in all areas.

All children under 8 years of age and all non-swimmers MUST be accompanied in the pool by a responsible person over the age of 16 at a ratio of 1 adult to 2 children. For children under 4 years of age there MUST be one adult to each child. The operation of the outdoor pool and slides is subject to weather conditions, demand and operates at our discretion. The pools are supervised at all times by lifeguards, however children remain in the responsibility of their parents at all times. Pool users must obey the instructions of the lifeguards at all times. Failure to do so may result in injury and privileges will be withdrawn. The pools operate a 'No diving, running, ducking, pushing in or bombing' policy. In the interest of hygiene, please encourage children to use the toilet before swimming and all bathers please shower before entering the pools.

## NO UNACCOMPANIED CHILDREN

The complex is operated in sessions. See your 'What's On' guide on arrival for opening times.

## SPLASH POOL COMPLEX

In R/s all under 18s must be accompanied by an adult. In all other venues children under 14 must be accompanied by an adult. Children must be accompanied by an adult on the dance floor in R/s after 9.30pm. The number of pushchairs admitted to the venues may be limited. We are sorry, but prams and pushchairs cannot be accompanied in the clubs during these busy periods. We suggest that you leave these in your accommodation.

## WATERSLIDES

The slides may be operated on rotation during sessions. Pregnant woman and those with heart or back problems are advised not to use the slides.

All children under 1.2 metres MUST be accompanied by an adult on the Serpentine Slide.

Crazy River Ride: riders must be over 1.2 metres tall. A charge is made to hire the tyre.

Turbo Drop Slide: are you brave enough to ride? Height restriction of 1.2 metres and over.

## Eating before swimming and alcohol

Eating directly before swimming may make you ill, resulting in sickness and stomach cramps, which in a pool environment can be dangerous. Therefore, please eat after you swim.

Swimming under the influence of alcohol is dangerous. Anyone who appears to be in this condition will be asked to leave.

## PIGLET CLUB AND SALLY'S TINY TROTTERS

Please note that this is not a 'child care' facility and does not replace parental supervision or responsibility. All Piglets and Trotters will be required to register their details on their first day. Parents / guardians must accompany all under 8s during these sessions.



## WELCOME

Welcome to Holiday Resort Unity, incorporating the facilities of Unity Farm and Brean Leisure Park.

We want our guests to have a great holiday with us and above all a 'safe holiday'.

Our resort is operated in order to comply with health and safety legislation to provide a fun, safe environment for all.

Your safety is our utmost priority at all times, so please do read and follow the information and advice.

Should you have any queries or problems during your stay, please raise these at Reception or with your Warden, and in any case before your departure.

## UPON ARRIVAL

Please report to Reception to collect your guide to 'What's On' for opening times for facilities during your stay.

On arrival at your accommodation be sure to identify the nearest telephone and fire point. Please take note of your pitch or caravan number.

Those who are touring; report to your Warden at the toilet block. Please take care to set up in the middle of the square marked with brown lines with your jockey wheel / tent entrance / motorhome bumper near to the slab and at least 20ft (6 metres) from the next unit. Guy ropes and pegs must be clearly marked, so they are visible in the dark to prevent tripping accidents.

For safety and privacy reasons please do not walk between pitches.



[www.hru.co.uk](http://www.hru.co.uk)



**IMPORTANT HOLIDAY INFORMATION**

**YOUR SAFETY FIRST**

## PARENT RESPONSIBILITY

Mum and Dad, please remember that although you are on holiday it is vital that you know where your children are at all times. Children remain your responsibility at all times. Please ensure your children know the location of your accommodation. 'Identify me' wristbands are available from Reception for a small charge.

## HOLIDAY RESORT UNITY

Coast Road, Brean Sands, Somerset, TA8 2RB

01278 751235 • [www.hru.co.uk](http://www.hru.co.uk)

HQ1566  
NOV2009

## FUN CITY

All children under 12 years of age MUST be accompanied by an adult on a visit to the Fun Park.



For your safety, height and weight restrictions apply on some rides. Riders must obey the instructions of the ride operator.

All rides are operated on a franchise. They are inspected and tested independently and conform to Health and Safety requirements.

No alcohol is permitted at the fun park.

## PLAY AREA

The play equipment is suitable for children between the ages of 4 and 12 years.

All children MUST be accompanied by an adult. The area is not supervised.

No dogs are allowed in the play area. There is to be no playing after dusk.

No ball games are allowed on the resort other than in the play area. The play equipment and grass may be slippery when wet. Please take care and follow the signs for your safety.



## POND FISHING

An NRA Environmental Licence is required for all those wishing to fish on the pond.

All children under 14 must be accompanied by an adult.

No ground bait or keep nets allowed. The pond is not fenced and no boating is allowed.

Please comply with the signs at the pond; they are provided for your safety.

Please report all catches to your field warden.

## GENERAL

Please respect your neighbours and keep noise down, especially after sunset. We have a zero tolerance policy towards unacceptable behaviour including aggression, threats and abuse towards our team members. Any guest causing a nuisance or offence will be warned under our traffic light warning system.

No bonfires, fireworks, chinese lanterns or kite flying are allowed anywhere on the resort.

BBQ's are not allowed within 10ft of a caravan and must be in a self-contained unit above the ground. Please do not use BBQs inside a tent or caravan and never leave BBQs unattended.

Please put your rubbish in the wheelie bins provided, next to the toilet blocks.

Please remember that you are coming on holiday to the countryside where the grass may be wet, the ground un-even and not all areas and water features are fenced. Not all areas of the resort are lit. We recommend you bring a torch for use during the hours of darkness.

The surfaces of all paths and roads are not all smooth and even.

Take care when touching animals as they may bite.

A public bridleway runs through the resort from the entrance along down the dog walk. Therefore, you may see some horses on this route.

Kite flying or remote control planes / helicopters are not permitted on the Resort. Please use the beach.

Children under 14 years of age must be accompanied by an adult when using the bus/ train service on the resort.

The management reserves the right to refuse permission for filming or photographs of children in sensitive areas of the resort, such as the pool complex, play area and entertainment venues.

The resort follows child protection guidelines and has a child protection policy in place that includes employee selection, training and procedures.

## BUSTER'S WORKOUT GYM

Gym with 5 cardio machines and a multi-gym unit. Over 18's only. Terms and conditions must be accepted before use. There is an additional charge to use this facility.



## SALLY'S SUNBED

State-of-the-art stand up sun tower. Over 18's only. Terms and conditions must be accepted before use. There is an additional charge to use this facility.

## GOLF

Golf is available to residents on booking a start time. Course etiquette and Pro Shop instructions must be followed.

Children under 14 years of age who do not hold a handicap certificate MUST be accompanied by an adult.



## HORSE RIDING

Riding is operated on a franchise and is aimed towards beginners, from 3 years old.

Please book at reception. Terms and conditions will need to be accepted before riding.

## APPLIANCE SAFETY

If you are hiring one of our holiday homes then you may find some of the following information useful.

Please note that the contents of equipment in our holiday homes vary according to grade.

### HOLIDAY HOME SECURITY

Please remember when you go out to shut all windows and doors. This is especially important if you are in a holiday home with an alarm, as this may set the alarm off.

### MICROWAVES

These operate as domestic microwaves.

Please do not place metal objects or aluminium foil inside the microwave.

### SMOKE DETECTOR

If this beeps then please inform reception so we can then change the battery.

### FRIDGES

Please do not set the thermostat too high. When the fridge is full it takes time to cool down. A setting of 3 or 4 should be sufficient.

When you leave, please turn off the fridge and open the fridge door, so it will be ready for the next guest.

### ELECTRICAL EQUIPMENT

All electrical appliances in your holiday home have been safety checked.

Guests use their own electrical equipment at their own risk. Please do not overload electrical sockets and switch off equipment when not in use.

## CARAVAN STEPS

Take care when going up and down caravan steps / ramps as they may be narrow or steep. Always use the handrail.

Caravan steps / ramps may be slippery when wet. Please take additional care.

## DOGS

All dogs MUST be kept on a lead at all times and must be walked along the designated 'dog walk' or on the beach.

Please clean up after your dog and use the bins provided. Penalty fines apply.

## HIRE CENTRE

The hire centre is operated on a franchise. Terms and conditions for safe useage must be accepted before use. Users please follow the highway code; stay on the left hand side of the road and beware of pedestrians and vehicles.

## BEACH

The beach can be accessed opposite the resort entrance by either a footpath or access road.

The beach is tidal which means the sea goes out a long way. Avoid entering the water then the sea is out and always stay on firm sand.



## TOILET BLOCKS AND BATHROOMS

When taking a shower or bath always check the water temperature before getting in. Be aware that if the floor becomes wet then it may be slippery.

The water temperature in the laundry areas is hotter for laundry purposes so please take care.

## FIRST AID



Basic First Aid is available from reception or from your warden (qualified First Aiders). If you have an accident on the resort then please report it to reception. Chemist / hospital information is available from reception.

## IMPORTANT PROCEDURES

### GAS LEAK ACTION

All company gas appliances have been safety tested.

Please report any gas leak, or strong smell of gas to reception.

If you suspect a leak, then do not smoke or use naked flames. Do not operate electric switches. Inform reception immediately.

### FIRE ACTION

In the even of a fire:

1. Raise the alarm by shouting "**FIRE**".
2. Vacate your caravan / unit and alert your neighbours.
3. Dial **999** at the nearest phone and ask for the Fire Brigade.
4. Contact your field warden at the toilet block or reception.
5. Extinguish the fire with the fire hoses provided at the fire points, or extinguishers in your unit **but only if it is safe to do so. DO NOT TAKE ANY RISKS. Get out, raise the alarm, stay away.**

At each fire point there is a gong to alert others.

### FLOOD PROCEDURE

We will monitor flood warnings from the Environment Agency. Please listen to instructions from the Resort team. This may include staying in your accommodation or an evacuation.

Note: Do not walk through flood water. Six inches of water can knock you off your feet - two feet can float your car.

## RESORT ACCESSIBILITY

Please ask for your 'Welcome All' leaflet which details information about our resort and is available from reception.