

Holiday Resort
UNITY

BREAN SANDS • SOMERSET

Bringing families together since 1946



YOUR SAFETY FIRST

**IMPORTANT
HOLIDAY
INFORMATION**



WWW.HRU.CO.UK

WELCOME

Welcome to Holiday Resort Unity, incorporating the facilities of Unity Farm, Brean Leisure Park and Golden Sands Caravan 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 and 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, before your departure.

UPON ARRIVAL

Please ensure you have downloaded the FREE Holiday Resort Unity app for all opening times and what's on during your stay.

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

Those who are touring; please take care to set up in the middle of the pitch marked with white 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 that they are visible in the dark to prevent tripping accidents. For safety and privacy reasons please do not walk between pitches.

USEFUL INFORMATION

Out of Hours Security/
Emergency Number: 01278 752 019

Weston General Hospital: 01934 636 363

Burnham Medical Centre: 01278 795 445

NHS Direct: 111

Police: 101

Security/Guest services: If you require any assistance please see your Warden or Reception.

ROADS

All roads on the resort are subject to the road traffic act, which means they are public roads. The resort speed limit is 15mph, 5 mph around buildings, which must be adhered to at all times.

There is a great mix of pedestrians, vehicles, machinery, bikes, scooters etc on the resort. Drivers should be aware of this mix on the resort and in particular near the children's play area, around buildings and in the camping fields. There may be large vehicles including delivery vehicles around the resort. Whilst we take precautions, extra care should be taken around delivery areas.

The principles of the highway code should be followed. Parents are requested to supervise the use of such child devices that they are operated accordingly. All vehicles must be driven by holders of a current driving licence and with adequate third party insurance.

Please park your vehicle in the designated placed provided. All cars are parked entirely at the owner's risk. Do not park in between caravans, or on empty pitches.

Don't drink and drive! Remember that it is an offence to do so and this applies to all areas of the resort. Those with motorbikes must ensure that they wear a helmet at all times. Anyone driving or riding in motor vehicles must wear seat belts.

ELECTRIC SCOOTERS & HOVER BOARDS

We are unable to permit these types of equipment to be operated on the resort roads. Those seen using this equipment will be asked not to use it on the resort, should we have to remind the user again about this we will have no alternative other than to terminate their stay at the resort.

Standard bikes and scooters are welcome and we ask them to be used in conjunction with the Highway Code and under parental supervision.

ELECTRIC CAR CHARGING POINTS

We have installed charging points by The Supermarket for customers to charge electric cars. For health and safety reasons we are unable to permit you to charge your car via the electric on your caravan, lodge or pitch. We thank you for your co-operation.

PARENT / GUARDIAN RESPONSIBILITY

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 & supervise them at all times!

SECURITY

Please report anything suspicious to Reception. 24 hour security is provided and CCTV operates around the resort. Our Resort Security 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 security will deal swiftly with all types of unreasonable behaviour under our sitewatch 'traffic light' warning process. For the safety and security of our security team, colleagues and guests body cameras may be worn by our security team.

SMOKING & VAPING

Smoking and vaping is not permitted in any of our facilities or accommodation. Please smoke in designated areas and 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 12 on Friday, Saturday and Sunday evenings and during special events. Dogs are welcome in Coast Cafe and Bar. Service dogs welcome in all areas.

In RJ's all under 18's must be accompanied by an adult. In all other venues children under 12 must be accompanied by an adult. Children must be accompanied by an adult on the dance floor in RJ'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 venues during these busy periods. We suggest that you leave these in your accommodation.

PIGLET FAMILY FUNTIME

Please note that this is not a 'child care' facility and does not replace parental supervision or responsibility. Parents / guardians must accompany all children during these sessions.

SPLASH WATERPARK

The waterpark is operated in sessions. See your 'What's On' guide on arrival for opening times. All non-swimmers and under 8's must use armbands.

All children under 8 years of age and all non-swimmers MUST be accompanied and supervised 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. Never leave a child unattended. Non-swimmers must wear armbands.

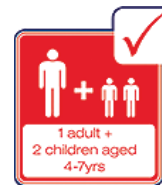
The minimum age that a child can come into the waterpark unaccompanied is 12 years old.

As long as there is an adult (18+) in the waterpark premises who is directly responsible for them, children of that party aged 8-11 may use the slides at the waterpark as long as they are accompanied by at least one adult around the waterpark.

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 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 to please shower before entering the pools.



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 slides have age and height restrictions. Please refer to the timetable or website for information.

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.



BREAN THEME PARK

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

PLAY AREA

The outdoor 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.



BREAN PLAY

Indoor play centre for children under 148cm and up to 11 years old. Admission rules apply. Socks **MUST** be worn.

POND FISHING | OPEN WATER

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. 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.

Please note the pond is not fenced. There are also some open ditches across the resort. Please supervise your children at all times.

GYM

Gym, Sauna & Steam room at Brean Splash. Over 16'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.



DOGS

We are a dog-friendly park, and we ask that you please keep your dog on a lead at all times. Please clean up after your dog and use the bins provided.

BBQ SAFETY

BBQs are not allowed within 10ft of a caravan and must be in a self-contained unit above the ground. Never use BBQs inside a tent or caravan and never leave BBQs unattended. Ensure all BBQs, stoves and camping lights are fully out before going to bed. Carbon Monoxide can be fatal.

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 when the sea is out and always stay on firm sand as there is a risk of sinking sand.

TOILET BLOCKS AND BATHROOMS

When taking a shower or bath always check the water temperature before getting in. Take care when in a caravan and other water sources are being used as the shower



temperature may fluctuate. 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.

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. As windows are used as a means of escape, there are no safety catches.

MICROWAVES

These operate as domestic microwaves. Please do not place metal objects or aluminium foil inside the microwave.

CARBON MONOXIDE / SMOKE DETECTOR

If this beeps then please inform reception so we can then change the battery. Should they activate, evacuate and inform reception.

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 always switch off equipment when not in use.

EXTERNAL DOORS

Do not rely on the use of the door retainer in windy conditions

VENTILATION

Never cover any floor or ceiling vents under any circumstance.

GENERAL

Please respect your neighbours & keep noise down, especially after sunset. We have a zero tolerance policy towards unacceptable behaviour including aggression, threats & 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, drones or kite flying are allowed anywhere on the resort.

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. Please supervise your children at all times. Not all areas of the resort are lit. We recommend you bring a torch for use during the hours of darkness.



The surfaces of paths and roads are not all smooth & 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 / drones 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 & has a child protection policy in place that includes employee selection, training and procedures.



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 or icy. Please take additional care.

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 event 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. **DO NOT TAKE ANY RISKS.** Get out, raise the alarm, stay away. Listen to instructions from our team.

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.

GET SOCIAL

Follow us on social media for even more resort information. We love seeing what fun you have when staying with us! Why not share your best holiday snaps with us by using our hashtag **#unityholidays**



@unitybrean



@holidayresortunity



@breanleisureresort