

WELCOME

SAFETY GUIDE

bluestone
national park resort

The Bluestone Site

Bluestone is situated in countryside and woodland, and we make every effort to ensure that Bluestone does not detract from the rural environment, but enhances it. Pathways not intended for vehicle use are therefore not sealed, but are made of compacted stone and gravel, in keeping with the country environment. Lighting levels after dark are deliberately kept low, in accordance with local planning agreements. The following advice will help you enjoy the experience of Bluestone:

- Please wear footwear suitable for a country ramble when you are moving about the Park, as path surfaces are not guaranteed to be even in all places
- Be aware that some paths may be weathered, especially after heavy rain
- For walking after dark, carrying a torch is recommended
- Be aware that the pathways are shared with cyclists and electric buggies, which may approach silently
- Paths are suitable for mobility scooters, but users should stay on the appointed path, as edges and surrounding areas can be uneven
- Some paths can be steep in places, and cyclists especially should be careful when descending them – dismount if you are unsure
- Many roads have drainage ditches alongside them, which can be quite deep; please take care when walking or cycling where there are ditches beside the road
- On arrival and departure days, there will be vehicles moving around the Park, and you are asked to take extra care at these times – especially on Monday and Fridays, when most guests arrive or leave.

Bluestone Lake

Please be aware that there is an area of open water next to the Village, which may present a risk to young children if they are allowed to venture there unsupervised. The Lake is intended as an ornamental feature. Swimming, paddling and watersports are not permitted at any time, unless as a supervised Bluestone activity. Lifebuoys are located around the lake in case of emergency. If the lake is frozen, you should not attempt to walk on the ice or allow a child to do so.

Emergencies

In the event of an emergency or sudden illness, please contact the Information Centre, who will be able to assist you. Out of office hours, please contact our Security team, who are on duty 24 hours a day. If you require immediate medical assistance, please call for the emergency services on 999. If possible, you should also contact the Information Centre or Security, who will be able to meet any vehicles and conduct them quickly to your location. Phone numbers are given at the end of this guide.

Mobile phone coverage is patchy in the Village, but there is an emergency phone located outside the Information Centre which you can use to contact Security at any time.

First Aid

First Aid kits and trained First Aiders are available in all Bluestone facilities. In the Village, please go to the Information Centre. Elsewhere on the Park, please go to Landsker Sports Club, Blue Lagoon or the Well Spa, whichever is most convenient. All our Security team are First Aid trained as well.

We want you to have a great time while you are staying with us. To ensure you have a safe and enjoyable holiday, please read this guide, which will tell you about safety and security at Bluestone.

If you have any queries or problems during your stay, or if you wish to report an accident, please contact the Information Centre, where staff will be glad to help, or any member of the Security team. Security are based at the Arrivals Lodge. While we make every effort to ensure your safety and security during your stay, please remember that you are responsible for the safety and welfare of yourself and those in your party, and particularly for the safety of children.

We wish you a happy and enjoyable stay with us.

If you need to visit a GP while you are with us, please contact the Information Centre or Security team, who can give you the number and location of a nearby local surgery.

Lost medication

If you lose any medication whilst at Bluestone, please inform either the Information Centre or Security team (numbers at the end of this guide). We will be able to assist you in locating the lost medication or sourcing a replacement.

Fire Safety

Fire Prevention

Please remember that Bluestone is set in the middle of a woodland environment. To minimise the risk of fire, please observe the following rules:

- Do not light fires anywhere on the Park or its surrounds
- Ensure that cigarettes and matches are extinguished
- We do not permit fireworks or sparklers onto Bluestone at any time (apart from organised displays)
- Ensure that barbecues are fully extinguished and allowed to cool before retiring
- Do not place barbecues on the wooden patio furniture
- In prolonged periods of dry weather, we may declare the area to be a 'high fire risk', and we will put out signs to inform you of this. At these times, smoking should be restricted to Lodge patio areas and certain areas of the Village.

Fire Action

In your accommodation

When you arrive, please make yourself familiar with the fire safety instructions (these will be found on the back of the main door of your accommodation). Ensure that all members of your party are familiar with the escape route. There are emergency Assembly Points in all parts of the Park, and these are designated by green signs. Your accommodation has a smoke detector installed, and this must not be tampered with. In the kitchen area there is a fire blanket. If you use this during your stay, please report it to the Information Centre straight away so that we can supply you with another.

In Bluestone facilities

If a Fire Alarm sounds while you are in a Bluestone building, please remain calm and follow the instructions of staff. Do not take your belongings, but follow the Fire Exit signs and make your way to the nearest Assembly Point, or as directed by staff. Do not re-enter any building until authorised to do so. If a Fire Alarm test is scheduled for the building you are in, warning signs will be posted at the entrance.

Barbecues

You are welcome to bring your own barbecue for your stay, or disposable barbecues may be purchased from our retail outlets. Please exercise extreme caution if you are using a barbecue on Bluestone premises. Only lumpwood charcoal barbecues are permitted, and these must be raised on legs or be of the 'Hibachi' type. Gas barbecues are not permitted.

Barbecues must be placed on the stone patio area of the Lodge, a minimum distance of 2m from the Lodge building. Disposable barbecues must be placed directly on hard

ground and not on grass or wooden furniture. Only proprietary lighting products may be used. Please ensure that the barbecue is attended at all times, and take particular care when children are about. Embers should be extinguished and allowed to go completely cold before disposal. Do not put hot embers into the bins.

Barbecues are not permitted if you are staying in a Studio Apartment or a Village Cottage.

Your Accommodation

Child safety equipment

At the time of booking, please let us know if you need a high chair or stair gate, and we will endeavour to have it ready in your Lodge for your arrival. All high chairs and stair gates are checked for condition and safety before they are issued, but you are responsible for their safe use. Some Lodges have stair gates fitted already. If your accommodation does not have one fitted, we can supply a stair gate for you, but you must fit it and satisfy yourself that it is safe for your children. Our maintenance team will be happy to advise you.

Kitchen safety

Please apply the same standards of safety in your kitchen area as you would do at home. Operating instructions for all appliances are in your Lodge Directory. If anything is not present, please inform the Information Centre. Young children should be kept out of the kitchen area, and appropriate precautions taken for older children. Remember that oven doors and hob surfaces can be very hot, and remain so for some time after cooking. Kettles should be disconnected from the supply before filling. If your accommodation has a jug kettle, please do not allow water to spill near or on the base, and disconnect the plug before cleaning around it.

Clinical waste

If any of your party require clinical waste disposal facilities (e.g. stoma or sharps bins), please let us know well in advance so that we can supply what you need. Any clinical waste should not be disposed of with the normal waste. As a business, Bluestone is not permitted to dispose of clinical waste along with normal refuse. Please follow the instructions given for disposal.

Wet Rooms

In many of the Lodges, the bath/shower room is designed as a wet room. This means that there is no shower enclosure, but instead there is a flat floor area with suitable drainage for the shower. Please be aware that the floor in the wet room may be wet for some time after the shower has been used, and take care to avoid slipping on the wet surface. A bath mat is provided for your convenience, and should be placed on the floor if there is any concern about the possibility of slipping.

Safety of Children

We want Bluestone to be a relaxed and happy environment, and our car-free policy helps to ensure that younger guests can play in safety. However, it is important that you know where your children are at all times, and that younger children especially are supervised while they are with you. Please ensure that all children in your party are aware of your Bluestone address, and are familiar with the Park layout.

Please read the notes on the Bluestone Lake at the beginning of this Guide. You should ensure that children are properly supervised when they are near the Lake, for their safety

and your peace of mind. The Lake is not intended for swimming or paddling. All children under the age of 5 years taking part in Bluestone activities must be accompanied by a parent or responsible adult. For unaccompanied children, you must provide us with your contact details so that we can contact you if necessary during an activity session. For security reasons, we ask you to sign your children in and out of the activity session. If anyone other than the child's parent or guardian will be picking the child up from the session, we will ask you for a password at the time, so that we can be sure that we are returning the child to an authorised person.

You must tell us at the time of booking if your child has a medical condition or allergy that we should be aware of, or if he/she carries an EPI-PEN. This is the only medication that our staff are authorised to give to a child under our supervision. If your child carries an EPI-PEN, it must have a valid date and you must bring it with you, or the child will not be able to join the session. Please note that there are a number of general play areas, both indoor and outdoor, around the site, and that Bluestone staff do not supervise children while they are playing here. Please supervise your children while they are using these facilities.

It is Bluestone policy to investigate any incident or allegation where the wellbeing of a child staying at Bluestone is of concern, and we will assist any proper enquiries about a child in our care or staying on our premises. We will refer the matter to the appropriate external agency if we, in our sole discretion, deem it necessary.

Lost children
If you lose your child while on the Bluestone site, you should inform the Information Centre or Security team straight away. We will immediately start a search across the site. If we cannot find the child quickly (most are found within five minutes), we have a policy of 'locking down' the site (no-one allowed to enter or leave) until the child is found. If this should happen during your stay, we ask for your patience and understanding if your movements are temporarily restricted.

If you find a child who appears to be lost, please take them to the nearest member of Bluestone staff (recognisable by their uniform and name badge).

Allergies and Special Dietary Requirements

If you or a member of your party suffer from an allergy or have special requirements in your diet, please visit the Information Centre on arrival and let us know. We will then be able to assist you. If you wish, we will be able to arrange a meeting with one of our Food and Beverage Managers, who will be able to discuss your needs in greater detail.

Alternatively, when dining, please bring this to the attention of waiting staff before you order and we will do our best to accommodate your wishes.

Unfortunately, due to the potential for inadvertent contamination, we cannot guarantee that our standard menu items are free from nuts or nut products, or that items from Millers Bakery are free from nuts or allergens.

Security
We have a Security team on site at all times, and they make regular patrols of the site to ensure that you have a safe and happy holiday with us. However, we cannot

guarantee the security of your property at all times. Please take good care of your personal belongings, which remain your responsibility during your time at Bluestone. Do not leave your property unattended or unsecured. There is a lockable safe in your accommodation, and all high-value items should be kept in there when they are not needed. Always lock your car when you leave it, leaving valuable items out of sight, and lock your bicycle when it is unattended. Please check that your accommodation is locked when you go out, and close all doors and windows.

Keycards

Access to your accommodation is by a programmed keycard. This keycard is highly secure, and is unique to you and your accommodation for the period of your stay. If you lose the keycard, or if it malfunctions, please contact either the Information Centre or Security, who will be able to make you a new one. Please assist us by depositing your expired keycard in the box provided at Arrivals as you leave.

Access to your Accommodation by Bluestone Staff

From time to time, it may be necessary for Bluestone staff to enter your accommodation when you are out, in order to rectify a problem or to provide you with some important guest information. We will normally leave a card to say we have called, and what has been done. Access will only be by an authorised staff member, using a traceable keycard, as your security is paramount. If you have strong objections to this, please let the Information Centre know as soon as possible, and we will make every effort to leave you undisturbed. However, we reserve the right to enter any property at any time in case of fire or other pressing emergency.

Dangerous Items

For the safety and security of all guests, you may not bring any of the following items onto Bluestone premises under any circumstances:

- Fireworks or sparklers
- Shotguns or any firearms
- Air pistols or air rifles
- Replica guns or realistic toy guns
- Knives (unless a utility knife with a blade shorter than 3")
- Bows, arrows, crossbows or similar equipment
- Illegal drugs
- Explosive substances.

Safe swimming

For the safety and comfort of all pool users, please observe the following rules when using the Blue Lagoon facilities:

- All bathers must wear proper swimwear and must shower before entering the pool
- Children should be encouraged to use the toilet before bathing
- All babies and children under 4 years must wear a swim nappy (available for purchase from The Wave shop on the First Floor)
- Do not enter the water if you have suffered from a gastro-intestinal upset or diarrhoea within the last 48 hours, or a confirmed Cryptosporidium infection within the last 14 days
- All cuts, open wounds or contagious conditions must be covered with a waterproof dressing
- Observe the child/adult supervision ratios while swimming with children:
 - Under 4 years – one adult (18+) to one child
 - Between 4 and 8 years – one adult (18+) to two children
 - Adults supervising young bathers must be in close contact with weak or non-swimmers at all times
- Parties where these standards are not being adhered to or who are not supervising their children responsibly may be asked to leave the pool
- Please take care around the pool and in the Changing Village, as floors can become slippery when wet.

The following are not permitted in Blue Lagoon:

- Diving and jumping into the water
- Use of large inflatable toys in the pool area (unless provided by Bluestone)
- Glass items (e.g. bottles or drinking glasses) in the pool area or surroundings
- Snorkels or masks (swimming goggles are permitted).

Children's swimming aids are available for purchase from The Wave shop, but parents are reminded that these are not lifejackets and are not a substitute for proper supervision of their children.

Wild Water Night on a Friday evening is recommended for stronger swimmers only.

Alcoholic drinks are available for purchase from the pool café, but we ask that all guests drink responsibly. If we consider anyone to have consumed excessive alcohol, they will be asked to leave the pool.

Use of Flumes and Slides

Blue Lagoon has a number of spectacular flume rides, and we want you to enjoy them in safety. Please be aware of the following:

- You should not use the flumes if you have a heart condition, back injury or other condition which could be made worse by the flume ride
- You should not use the flumes if you are pregnant
- There is a height restriction of 1.1 metres (3ft 7in) on all flumes
- Plaster casts are not permitted on the flumes
- Rules for the safe use of the flumes are displayed on the entry to the ride, and users are expected to read and abide by these rules at all times
- You must not attempt to go back up a flume at any time
- Where the flume is controlled by a 'traffic light' system, you must not enter the ride until the green light indicates that it is safe to do so
- The entry to flume rides is often wet and may be slippery – please take extra care in these areas
- When you have finished a flume ride, please leave the final pool as quickly as possible, for the safety of yourself and other users
- The Wild Water flume has two catch pools on the way down, where other swimmers may be standing or swimming – please take extra care to avoid collisions in these areas.

Activities

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

For certain activities, you will be asked to complete a questionnaire or declaration to say that you are fit to participate. In the case of certain medical conditions, and for your own safety, you will be unable to participate in some activities unless you have written confirmation from your doctor that it is safe for you to do so. If you have any queries about this, please discuss it with us as soon as possible to avoid disappointment.

For activities which take place out of doors, please ensure that all members of your party have appropriate clothing and footwear for the weather on the day. A weather forecast for the coming few days is on display in the Information Centre.

The Well Spa

The Well is our fantastic Spa, located on the edge of the Village. While all the Spa facilities and treatments are proven and safe, some of them are not appropriate for people with certain medical conditions. If you have a medical condition which might affect your suitability for treatment, or have had a recent illness (including sickness and/ or diarrhoea) please refer to the Well Spa brochure or ask at Spa Reception, where we will be happy to advise you.

Cycling at Bluestone

Bluestone is made for cycling, and you are welcome to bring your own bicycle, or hire one from our Cycle Hire Centre. Please note the following:

- If you bring your own bicycle, it is up to you to ensure that it is roadworthy and safe. As some paths are quite hilly you should check, in particular, that your brakes are in good condition.
- We recommend that you wear an approved cycle helmet at all times when cycling at Bluestone
- Please cycle on the left at all times, and give way to pedestrians and mobility scooters
- Do not carry passengers on bicycles which are not designed to do so
- Please control your speed, particularly in busy areas or near buildings, and please cycle slowly through the village
- Be aware that your cycle is silent, and pedestrians may not have heard you approach

- Some hills will require extreme caution and common sense while riding – if you are unsure, please dismount and walk that section of the path
- If you are cycling on the main roadways, be aware that cars may be sharing the road with you, and the normal rules of the road should apply
- Please keep to designated pathways when cycling off-road to help to preserve the wildlife that is abundant in the area
- If you bring or hire a cycle trailer or 'tagalong', please take extra care until you are used to the extra weight and different characteristics of this combination
- If you have an accident or sustain damage to a hired bicycle, please report this to the Cycle Hire Centre so that the bicycle receives a safety check – we would be happy to provide this service for your own bicycle as well, on request, for a small fee
- Young children should be supervised at all times when cycling
- It is your responsibility to ensure that you are fit to cycle; if you have not cycled regularly in the recent past, take it slowly to start with
- You should not cycle at all if your judgement is impaired by alcohol
- You are responsible for the security of your bicycle at all times, and should lock it if it is left unattended at any time

- The public roads around Bluestone can be very busy, so please take extra care when cycling off the Park. We recommend that children cycling on public roads are always accompanied by a competent adult. Trailers and Tagalongs are not recommended for use outside of Bluestone premises.

Buggy Hire

We have a number of electric buggies for hire during your stay at Bluestone, available from the Cycle Hire Centre near to Arrivals. A full list of safety rules will be given to you, and our signature required, when you hire the buggy, but the most important things to remember are:

- The hirer takes full responsibility for the use of the buggy while on hire, including the security of the vehicle and the manner of driving
- Buggies may be driven only by holders of a full UK driving licence or equivalent – we do not permit them to be driven by children
- Buggies must not be driven on footpaths
- Buggies must not be driven off the Bluestone site at any time
- You may not drive a buggy while under the influence of alcohol.

Driving at Bluestone

We want Bluestone to be, as far as possible, a car-free environment. We believe that this is in the best interests of all guests, as it improves safety, reduces pollution and noise, and makes Bluestone a more relaxing place to be.

There is a blanket speed limit of 10 mph for all vehicles in all parts of Bluestone. Electric buggies are limited to 10 mph by design, and car drivers may find this a useful guide to controlling their own speed.

When you arrive at Bluestone, you will be permitted to drive your car to your accommodation in order to unload. You should then bring the car back to the long-stay car park for the remainder of your stay. You may also drive to your accommodation to load up before you leave at the end of your stay. On arrival and departure days, when you are loading or unloading, please park so that other vehicles can get through. You should not drive your car onto the lodge footpath or grass area. Cars may not be left overnight at your accommodation, unless they have special authorisation from Security.

Disabled drivers with a 'Blue Badge' will be permitted to bring their cars onto the Park, on the understanding that they drive with caution, as other guests may not be expecting vehicles to be present. The permit issued by Security must be displayed in the car while it is on site. Other guests may be permitted to bring their cars onto the Park in an emergency, at the discretion of Security.

Cars are strictly prohibited from entering the Village at any time, and it is strictly forbidden to remove the bollards at the entrances to the Village. If you are staying in the Village, please park in the large cycle park to load and unload your vehicle. It is only a short walk from here to anywhere in the Village. The marked parking bays out-

side the Village are for disabled guests only.

While we try to minimise the use of motor vehicles on the site, please be aware that access is needed for supply vehicles and Bluestone contractors at certain times, which is essential for the running of the Park. Some of these vehicles can be large, and we ask you to exercise caution when walking or cycling on the roads and paths.

One Way System

For the safety of all guests on the Park, we operate a one-way system for all motor vehicles. Please observe all the blue arrows, Give way and No Entry signs.

The one-way system applies to cars and vans only – it does not apply to bicycles, electric buggies or mobility scooters. Car drivers should be aware that on a one-way section there may be cyclists or buggies travelling in the opposite direction. Cyclists should also be aware that cars may be travelling towards you and not expect you to be there.

Animal and Plant Life

There is a huge variety of plantlife and wildlife at Bluestone. We are making every effort to encourage this. Especially if you visit the remoter parts of the Park, we ask you to bear the following in mind:

Animals

Please do not feed squirrels, as they can bite, and we would wish to discourage them from making their homes close to the lodges. We recommend that you do not touch animals or birds due to the risk of infection.

Mushrooms and Fungi

These are common, especially in the woodland areas around Bluestone. Some poisonous varieties can look very similar to the kind that are safe to eat, so we strongly advise you against touching or eating any mushrooms, toadstools or berries that you find.

Stray animals

As we are in the middle of an agricultural County, we occasionally have stray animals such as sheep on the Park. If you come across any animals which should not be on site, please do not approach them, but instead let the Information Centre know and we will take the appropriate action.

Snakes

Some of the quieter areas of the Bluestone site may be host to snakes in hot and dry weather. If you see a snake, please do not touch it but leave the area quietly and calmly. Snakes will only bite if disturbed. If you are bitten by any snake, you should seek medical treatment immediately. Also, please inform the Information Centre so that we can remove it to a safer area. All snakes are protected by law and must not be harmed. If you are exploring Bluestone away from the Village and lodges, or walking in long grass, we advise you to wear long trousers and strong footwear.

We wish you a happy, healthy and safe stay at Bluestone.

Important phone numbers:

Bluestone main switchboard

01834 869900

Information Centre

extension 506 or 568

Security (24 hrs)

extension 585

Emergency

01834 862156 (Security)

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