

# welcome to Ryan Bay Holiday & Residential Park



LOCH RYAN

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## SITES

- Bay Gardens
- Ryan Gardens
- Bay View
- Ryan View
- Touring Pitches

Messan Burn

Gate



Stranraer

Ayr & Ferries

## LEGEND

- |  |              |  |                              |
|--|--------------|--|------------------------------|
|  | Amenities    |  | Fresh Water                  |
|  | Reception    |  | Bins & Recycling             |
|  | Camp Kitchen |  | Fire Extinguisher            |
|  | Laundry      |  | Emergency Assembly Point     |
|  |              |  | Picnic Area                  |
|  |              |  | Play Area                    |
|  |              |  | Bar                          |
|  |              |  | Touring Waste/Water Disposal |
|  |              |  | One Way Traffic              |



# Your holiday environment and your safety

## Introduction

You are advised to acquaint yourself with your holiday environment as soon as you arrive. As is normal, holiday parks have grassy and often unfamiliar and undulating ground. You should take care when walking around our parks particularly in wooded areas or areas where it is not always possible to provide lighting. Please do not take short cuts between pitches. We advise that you should carry a pocket torch in hours of darkness to assist you and avoid any holiday accidents. As our parks are in rural locations, please be aware that some insects may find their way into your accommodation, and we cannot be held responsible for this. You must report any accident or incidents to reception as soon as possible after it has occurred and complete an accident report form. We cannot be held responsible for any accidents not reported in this manner before the end of your stay on our park.

## Drive Safe

- Please keep to the speed limit of 10mph when driving around the holiday park.
- Roads around the park are classified as public highways and are bound by the road traffic laws. It is an offence to operate a vehicle under the influence of alcohol or drugs. Seat belts must be worn whilst driving around the park.
- Please make sure that you park only in designated spaces and the park. Do not park or drive over empty caravan bases as these could be dangerous as these are serviced with electric, gas and/or water.

## Play Safe

We are particularly keen to ensure your children's safety and security during your holiday.

- Make sure your children know where they are staying including their plot number;
- Familiarise them with the park, showing them where your accommodation is in relation to the main facilities;
- Your children are welcome to join in any activities run by the Park, which consist of organised games & activities by our entertainment team. Please note this is NOT a babysitting facility;
- All children's activities will take place on the park but may be held in different locations around the park;

- All parents are welcome to come along and watch. If you are not staying with your children, you **MUST** come and collect them at the end of the sessions or let them know where you will be at that time. All under 8's **MUST** be accompanied by their parents;
- Although you are on holiday, it is important that you know where your children are always;
- Please do not hesitate to notify the management or staff of any suspicious events on park, no matter how trivial and report any accidents to reception immediately;
- While Hagans Leisure Group will take every possible safety measure within our control for all our guests, there is no doubt, however, that the best people to guarantee the safety of children are their parents.

## Swimming Safely

All Children under the age of 8 years and non-swimmers under 12 years must be accompanied when in the water by a responsible adult who is at least 18 years old. The responsible adult must be a family member or guardian.

Swimmers aged 9 years to 12 years must be accompanied by an adult spectator. The adult spectator must remain at the pool side for the entirety of the swimming session. If the adult spectator leaves the pool area, the swimmer(s) must do so also.

## Our Staff Are There to Help

Rules regarding the swimming pool facility is available upon request. Any instruction given by pool or any Park staff must be adhered to, or else you will be asked to leave the swimming pool complex immediately. It is for your benefit and safety that guests listen and adhere to any instruction given by our staff.

Please Remember the Following:

- All non-swimmers regardless of their age must wear armbands or a life jacket whilst in the swimming pool.
- Adults are to ensure all children have used the toilet before entering the swimming pool. Toddlers must wear swimming nappies.
- Any electronic device should not be brought into the swimming pool complex.
- All swimmers are to be fully clothed before entering and when leaving the swimming pool complex.
- Photography is strictly prohibited within the swimming pool complex. Guests are not allowed to bring any photographic equipment, including mobile phones with a camera into the swimming pool complex.

- All bathers must shower before entering the swimming pool. We would ask that you maintain good personal hygiene and take into consideration other swimming pool users.

## Carbon Monoxide (CO)

CO is a highly poisonous gas which is impossible to see, taste or smell and is often known as the 'silent killer'. It can be released by an appliance that burns oil, solid fuel, wood or gas, including boilers.

Exposure to high concentration levels of CO, even for a short time, can render a person gradually becoming unconscious. Unfortunately, many people do not recover from the unconscious phase. Symptoms to look out for include: 1) headache 2) nausea 3) breathlessness 4) dizziness 5) collapse 6) unconsciousness

## What to do in an emergency

- Turn off or extinguish the heating source/appliance if safe to do so
- Air - ventilate your home by opening windows and doors, stay outside in the fresh air
- Seek medical help if you feel unwell
- Keep all heating sources/appliances off until serviced (or chimney/flues cleaned) by a qualified professional

Never take a portable barbeque, lit charcoal or a camping stove into an enclosed space like a tent, caravan, awning or camping pod, either for warmth or to cook. Ensure all BBQ's, stoves and camping lights are fully out prior to going to bed.

## Barbecues and Patio Heaters

BBQ's are permitted, provided they are continuously attended and are used in an open and safe area. No disposable BBQs are permitted to be used on the grass or put in the refuse areas until they have completely cooled down. BBQs should not be used on any surface that could pose a risk of fire or scorching such as decking, grass or furniture

Gas and/or open fire Patio heaters are not permitted.

## Fire & Gas Safety Information

### Fire Action

On arrival to the Park please make yourself and your guests' aware of the emergency procedure.

### Should a Fire Occur in your Accommodation

1. CLOSE THE DOOR of the room where the fire is - this will delay the spread of fire and smoke
2. GET EVERYONE OUT alert people in adjacent units, strike the warning triangle and go to

the assembly point (be alert for oncoming traffic)

3. IF A DOOR FEELS WARM DON'T OPEN IT (The fire could be behind it)
4. RAISE THE ALARM (Contact the emergency services - 999 or 112) and contact the Park emergency contact number and provide details of fire location.
5. REPORT Make your way to the fire assembly point

### Should a Fire Occur in one of our Facilities

1. RAISE THE ALARM by activating the FIRE CALL BUTTON.
2. LEAVE THE BUILDING by the nearest available exit
3. RAISE THE ALARM (Contact the emergency services - 999 or 112) and contact the Park emergency contact number and provide details of fire location.
4. REPORT Make your way to the fire assembly point
5. DO NOT re-enter to collect personal belongings.
6. DO NOT expose yourself to unnecessary risks.

### Should You Smell Gas

- DO NOT smoke or use naked flames.
- DO NOT operate electrical switches.
- Turn off gas supply at gas bottle.
- Open doors and windows to help ventilate.
- Contact reception staff or the emergency contact number and provide details of gas leak location.

## Smoke Detectors

Your accommodation is fitted with a fire alarm. Please do not remove the batteries. If your alarm makes an intermittent BLEEP, contact reception where they will arrange for the batteries to be replaced.

## Fire Extinguisher

Most accommodations are supplied with a fire extinguisher. In the event of a fire, it might be necessary to use the fire extinguisher to assist you and your party to escape. Only adults should use a fire extinguisher. You should familiarise yourself with the instructions printed on the extinguisher upon arrival. The Park would always recommend that guests' leave the accommodation as quickly as possible and not to take any risks.

## Standards of Behaviour on the Holiday Park

We take the safety and well-being of all our guests' very seriously and we ask that you please comply with the following guidelines:

1. To act in a courteous and considerate manner towards staff and other guests' staying at the holiday park.
2. Noise to be kept at a minimum around accommodations between the hours of between the hours of 11.00pm and 7.00am.
3. All children under the age of 18 years must be in their accommodation no later than 11.00pm unless, accompanied by a responsible adult.
4. Please use the bins provided for all rubbish.
5. All dogs to be kept leashed. Please clean up any dog litter created by your pet. Bins are located around the holiday park.
6. All children are to be supervised always by a responsible adult so that they are not a nuisance or a danger to themselves or other guests'.
7. Ball games are not permitted in or around the accommodations.
8. Abuse and tampering with fire safety equipment in your accommodation or anywhere within the holiday park will not be tolerated, as it puts lives at risk.
9. The out of hours contact number is provided to guests' and residents' in the event of an emergency outside of Reception opening hours. This service should only be used for such emergencies.

Hagans Leisure staff reserve the right to request owners/guests to remove their dog or any other pet from the park if we feel that it is a nuisance or a danger to other guests'.

We also reserve the right to remove any guest who does not comply with the Holiday Park rules or endangers lives.

## Accommodation

If you feel that your accommodation is not up to standard or you may need extra items to make your stay more comfortable, please contact Reception at your earliest convenience.

## CAUTION

Please do not overload electricity sockets as the electricity supply will trip!

Always test the water before use.

Do not let children turn on taps without supervision. Water can be hot!

