

Health & Safety



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We have put together some health and safety information in the pages that follow. This is to ensure your stay here within the lodges and accompanying facilities is safe and you have an enjoyable holiday. If you do not find the answer to any queries you may have in this pack, please contact the manager.

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Swimming Pool Instructions and Warnings

Persons using the swimming pool do so at their own risk and the management will not accept liability for any accidents, damage or loss incurred.

- Please remove external footwear prior to entering the pool area to reduce contamination to flooring and the pool. A shoe storage area is provided in the reception area. Please leave prams/pushchairs here too.
- We advise not to use the swimming pool alone. There is no lifeguard on site. Individuals are responsible for themselves and children must be supervised at all times.
- Please keep the doors to the pool shut at all times to prevent accidents.
- There is a reach pole, a hook and scissors in case of an emergency located on the wall. Please only use these in case of emergencies. A First Aid box is situated on the window ledge in reception.
- There is an alarm button to push in case of emergencies situated on the wall. This will sound in reception.
- A telephone is located in reception. For emergencies dial 999. Dial 01460 30660 for manager.
- Caution the floor is slippery when wet.
- Retract pool cover fully before entering the pool. Do this by winding the spool back. The cover will be replaced by the manager at the end of the day.
- There is a small risk that long hair can get caught so ensure it is tied up securely, preferably by using a swimming hat.
- No jewellery should be worn in the pool.
- The pool jet is for use by strong swimmers only. Turn on by pressing the red button once and turn off by pressing the red button again.
- Shower thoroughly before entering and after leaving the pool.
- The pool is 7m long x 3.5m wide and a depth of 1.2m. There are 3 steps entering the pool on the left corner as you walk in and a handrail.
- A fire extinguisher is situated next to the door in reception and by the door/mirror in the pool.
- No diving, bombing, running, pushing or dunking in the pool is permitted.
- No food or drink to be consumed within the pool area.
- No glassware or breakable items to be taken into the pool area.
- The (disabled friendly) toilet is fitted with rails as well as an emergency alert pull cord.
- The pump room has a no entry sign on the door and is out of bounds.
- No electrical equipment of any description is permitted to be used within the swimming pool confines.
- In the event of faecal/vomit contamination, the pool must be cleared IMMEDIATELY. Contact the manager from reception by dialling 01460 30660.

DO NOT SWIM IF:

- You feel unwell
- You are suffering or have recently suffered with diarrhoea or a gastro-intestinal infection
- You have a medical problem (without first consulting your doctor)
- You have recently consumed alcohol or a big meal
- You have any open wounds or sores

CHILDREN:

- Children must be accompanied at all times by a responsible person of 16 years or over
- The responsible person should maintain a constant watch over the children and be in close contact with those children who are weak or non-swimmers.
- Babies and young children – nappies are not permitted with in the pool water. Please use swim nappies.

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Hot Tub Instructions and Warnings

Persons using the Hot Tub do so at their own risk and the management will not accept liability for any accidents, damage or loss incurred. The hot tub is provided for your use and the water has been treated to ensure it is correctly balanced. We will carry out checks twice a day. Hot tubs pose similar risks to swimming pools, as well as having their own dangers. Here are some of the hot tub safety rules that everyone should be aware of before using the hot tub.

- Please brush any mud/grit from your feet before entering the water.
- The tub is to be used responsibly and is not to be used as a substitute paddling pool by children. Allowing children to jump or dive into the water is not permitted under any circumstance.
- Children must not use the spa unsupervised at any time.
- Children under 4 years old must not use the hot tub.
- Only clean colour-fast swimwear must be worn in the hot tub as the chemicals in the water will remove the coloured dyes found in some clothing, causing them to leach into the water and turn it cloudy. It is not advised to spend long periods in the hot tub as this may also bleach or discolour swimwear. We suggest no more than 20 minutes at a time.
- No jewellery should be worn in the hot tub as this contaminates the water and may discolour or tarnish jewellery.
- Please shower before and after using the hot tub to remove make-up, sun-screen, insect repellent or any other oil-based products.
- Do not use soap, bubble bath, oil or other detergent in the hot tub.
- It is recommended that you have someone in the hot tub or with you. No lone bathing.
- Do not use the hot tub if you have a medical condition without discussing it with your doctor first; your doctor may advise you about specific temperature settings, how long it is safe to stay in and any warning signs that you may be in trouble.
- Do not use a hot tub if you are taking any medication that makes you drowsy or affects your circulation; if necessary, check with your doctor. Pregnant women and the elderly should also consult their doctor before using a hot tub.
- Do not use the hot tub if you have had diarrhoea in the last 14 days.
- Do not use the hot tub if you are incontinent, either with or without a waterproof nappy.
- People with cuts or external infections should not use the hot tub.
- Do not use the hot tub if you are under the influence of alcohol or drugs.
- Please use unbreakable containers if taking a drink into the tub. Do not take glass, crockery or other sharp items near or in the hot tub.
- No food is allowed poolside.
- Do not drink the hot tub water.
- No smoking is permitted in the hot tub.
- Never place an electrical appliance within 5 feet of the hot tub.
- Heads should not be submerged.
- There is a small risk that long hair can get caught so ensure it is tied up securely, preferably by using a swimming hat.
- Be sure to check the temperature of the water before you enter the hot tub. It is set to between 38°C and 40°C.
- If you need the temperature of the water changing, please contact the manager.
- Be sure to replace the cover on the hot tub whenever it is not in use. This cover should be clipped down to avoid wind damage.
- Keep noise to a minimum at all times and be aware of your neighbours. If we receive complaints you will be notified and if noise persists, you may be asked to leave.
- Do not use the hot tub after 10.30 pm. This is to ensure other guests and residents are not disturbed.

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- Indiscriminately pressing buttons on the control panel may result in the hot tub going into stand-by mode, with a resulting temperature drop.
- Do not allow too many people to use the hot tub together. This is to avoid displacement of water below the filter intake, which will cause the heating to cut out and can damage the pumps.
- Overuse or abuse will also cause the hot tub water to turn cloudy and will render the tub unusable. If this occurs the Manager will be notified immediately as the tub will almost certainly have to be emptied and refilled, which will deny you the use of the tub for at least 24-hours.
- Any abuse of the hot tub or complaints arising from noise disturbance will result in a charge on your damage deposit.

In case of an Emergency

Please dial 999 and contact the manager on 01460 30660. There is a phone in reception.

Fire Routine

There is a CO2 fire extinguisher by the front door of every lodge and a fire blanket in the kitchen. In the event of a fire please leave the Lodge immediately by the safest route and congregate outside Reception at the Fire Assembly Point. Call the fire brigade on 999 and contact the Manager on 01460 30660. There is emergency lighting in the event of a power failure, provided by a torch in the kitchen of every lodge and downstairs hallway in the Netherhaye/Polden lodges.

First Aid

For minor injuries, there is a First Aid Box located under the kitchen sink in the lodge. Please report any accidents to the manager. In a medical emergency please dial 999. There is also a first aid box in Reception.

Lodge Contents

Please be aware of the dangers of any of the furnishings or welcome pack contents that are in the lodge on your arrival. Certain items need to be kept in a safe place such as cleaning materials, matches and firelighters. Please be aware of any trip hazards such as door mats, rugs and cables. Some furnishings may cause injury if knocked into such as table corners. You may want to cover empty plug sockets. If you have any issue with the lodge or its contents please contact the manager.

Glass doors

Please beware of the glass doors around the site and in the lodges. These full length glass panels can be dangerous as they may not be obvious when they are closed and may be walked into.

Staircases

Please be aware that the staircases are not carpeted and can be slippery.

Hobs

Please be aware that the hobs are hot when in use and can remain hot after use.

BBQs

The BBQ will be hot once lit. Please dispose of coals appropriately and carefully. Please only use the BBQ provided, ensure it is in a safe location and ensure safe use.

Log Burners

The log burner gets extremely hot when lit and will cause burns if touched. It is not guarded so please beware. If you require a guard please contact the manager.

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Traffic

There is a 10mph speed limit on the Swandown site. Please drive slowly as there are children about. Please look out for traffic on the roads that run through the estate which also includes farm machinery. If you are crossing the A30 from the adventure trail path to the Windwhistle Inn, please beware this is a very fast and busy road with a national speed limit.

Electric Gate

The double electric gate is automated. Please use the side gate if you are on foot or bicycle. Do not stand near to the gate as this risks injury.

Bicycles

Please only cycle on the paths and roads indicated on the map, however these do have traffic using them so beware of vehicles driving at speed. Do not cycle along the A30 as this is a very fast and busy road with a national speed limit. Please stay off uneven ground.

Walks

Please be wary of traffic on the roads, the walks are indicated on the map and some of the routes are for vehicles and pedestrians. The footpaths marked in red on the map are not hardstanding; boots or stout shoes are required.

Cattlegrids

When walking please use the gates to the side of the cattlegrids. The cattlegrid nearest the lodges has a ramp for wheelchair or pushchair access. Release the catch to put the ramp down, be careful as the ramp comes down, not to injure yourself or others. Please be sure to put it back up immediately after use so cars do not drive over it or livestock will escape.

Adventure Trail

The users of the adventure trail do so at their own risk and the management will not accept liability for any accidents, damage or loss incurred. Children under 16 must be accompanied by an adult. Please report any damage or injuries to the manager. No dogs allowed. No glass or cans allowed. The nearest telephone is located at reception or in your lodge.

Dogs

Please keep dogs on a lead around the site and on any walks. Letting dogs off the lead risks scaring livestock and other guests. Please pick up all dog mess (even in the fields as dog mess can carry a parasite that causes abortion in the sheep & cattle) and put into the bin provided by the electric gate or the bin on the path to the pub. Please do not walk your dogs in the adventure play area. The manager can advise of further dog friendly areas if needed.

Fishing

Any person fishing does so at their own risk and the management will not accept liability for any accidents, damage or loss incurred. Please take care of the open water. There is a lifesaving ring situated at the fishing pond. Please read the risk assessment below before fishing.

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FISHING RISK ASSESSMENT

Any anglers visiting Horsepark pond should make themselves aware of the risks they face in the surroundings and carry out their own risk assessment which generally amounts to common sense. They need to take appropriate action to ensure their own safety and that of others. All anglers must read, understand and accept this Safety and Risk Assessment.

Casting	Take care whilst casting. Cut the line if hooks cannot be disentangled from tree branches or weeds on the pond.
Ease of Access	There is open unrestricted access to the pond edge. There is some vegetation on/surrounding the pond. Care must be taken when approaching the pond where it is boggy underfoot. The wall is the safest area to angle from. Sitting is recommended.
Falling into water	Falling can cause drowning. Use the wall of the pond to fish from, ideally sitting down to risk falling in. Use of a buoyancy aid is recommended when in or near water.
Hooks and flies	Take care when handling hooks to avoid skin penetration. Avoid rusty hooks.
Hazardous sites	Keep away from steep or slippery slopes and boggy areas.
Lightning	In the event of a thunderstorm, please get out of the water and put down your rod.
Livestock	Beware of bulls and cows with calves. Approach the pond with caution.
Powerlines	There are currently no overhead powerlines nearby.
Proximity to populated areas	The pond is located in a field, far from any dwellings or children's play areas. The road runs around the pond but there is no path leading to it.
Rescue equipment	A throwline and/or life ring are available in the event of rescue from the water. No warning signs are displayed.
Trees	Fishing near trees can be unsafe in windy conditions - beware of falling branches.
Users	The pond is used by occasional visitors for fishing but no swimming.
Wading	Beware of wading into deep water on an uneven bottom. Use of a buoyancy aid is recommended.
Water	There are no currents and the clarity of the water is generally good. Some algae and duckweed appears, particularly in the summer months. Obstacles are unknown. It is approximately 3m (10') deep. Edges are generally shallow with a medium gradient.
Weils disease/ Lyme disease/ Tetanus	Entering the water is discouraged. Wet lines should not be put in mouth or any other items of tackle that have been in the water. Wear waterproof plasters on any cuts or abrasions. Beware of ticks and check thoroughly.

Risk Level: Low.

Probability of accident: Unlikely but possible.

Severity of outcome: Minor

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Lost Children Policy

Swandown Management will take all reasonable steps to ensure the health and safety of visitors to their site.

All visitors residing at Swandown should read the Important Information relevant to their lodge, as well as the Health and Safety Information – found on the Swandown website: <https://swandown.net/pre-arrival-information.html>

This detailing the responsibilities when using the site facilities and the parental supervision requirements for children.

It is the responsibility of the parents or guardians to be aware of their child/children's whereabouts whilst visiting/residing at the site and accompany/supervise them at all times to ensure their safety and welfare. Parental responsibility and supervision of children remains the responsibility of their parent or guardian at all times; their presence being required throughout any activities.

In the unlikely event of a child going missing, our missing child policy is followed as detailed below:

Procedures

- As soon as it is noticed that a child is missing the parents/guardian must alert a member of staff. Ring 01460 30660 for the duty manager.
- The manager will organise a thorough search of the site including buildings and storage areas.
- The manager will discuss with the parents/guardian to find out when and where the child was last seen and record this information.
- If the child cannot be found the police must be informed by the duty manager.
- A continued search will take place, widening the area until the police arrive.

Managing people

- Missing child incidents are very worrying for all concerned. Part of managing the incident is to try to keep everyone as calm as possible.
- Staff may be the target of parental anger as feelings of anxiety and distress will rise as the length of time the child is missing increases. No matter how understandable the parent's anger may be, aggression or threats against staff are not tolerated.
- The manager undertaking the investigation must not only be fairly treated but receive support while feeling vulnerable.

Investigation

Staff are to remain calm and not allow parents/guardians or other children to become anxious or worried. The manager is to carry out a full investigation taking written statements from site staff, parents/guardians and other site visitors.

An incident report will be documented detailing:

- The date and time of the report
- Names of parent/guardian responsible for the missing child
- Name of missing child
- When the child was last seen
- The time it is estimated that the child went missing
- What has taken place since the child went missing
- If the incident warrants a police investigation, all staff will co-operate fully. In this case, the police will handle all aspects of the investigation, including interviewing staff.