

Guest rules and expectations

We have a duty of care to all our staff and visitors and ask that you please follow our rules and guidelines while visiting Avon Tyrrell to ensure all guests have an enjoyable stay with us. Please be aware that if you are not able to follow these rules, you may be asked to leave the site without a refund.

General

- Rude or inappropriate behaviour towards our staff or other guests is not acceptable and you may be asked to leave the site without refund.
- Please do not allow young children to wander around the site without an adult.
- Please respect other guests and keep noise to a minimum. We enforce a quiet time from 22:00-07:00.
- Know where your nearest fire assembly point is – these are located on the map provided.
- All rubbish/recycling should be disposed of in the skips/bins provided around site.
- If you/your group cause damage to Avon Tyrrell property, the named person responsible for the group will be invoiced.
- Dogs must be kept on a lead and are only allowed in designated areas.
- Please abide by all out of bounds signs and do not enter areas of restricted access. Ensure you are aware of all hazards on site and take necessary precautions to ensure the safety of your group.
- Please secure valuables during your stay. Avon Tyrrell cannot take responsibility for items lost or stolen. Bikes should be secured inside vehicles or tents overnight.

Camping

- Open fires are NOT permitted on site except for the designated campfire area which must be hired out. Communal fire pits are available and must be shared with other guests safely. BBQ's must be raised off the ground and properly extinguished after use.
- Please ensure you pitch in the marked space allocated otherwise you will be asked to move.
- Respect others and do not wander through other people's camping areas.
- Do not play loud music at any time and please be cautious of language used – this is a family campsite.

Facility Blocks

- Please restrict your shower time to 5 minutes to allow more people to access the facilities.
- Please help us keep the blocks clean by clearing up after yourself – bins and mops are provided.
- Please do not leave children unattended in the facility blocks.

Lodges

- Accommodation is sold with a maximum upper limit of occupants; the booking lead must ensure maximum numbers are not exceeded.
- Do not allow any guests other than those from your group into your accommodation.
- Departure of all accommodation is 10am, please carefully follow our departure guidelines below and ensure you allow ample time to complete these requests.
- On departure, please help us with the following;
 - Remove all bedding, bag up rubbish and take to the rubbish and recycling centre and ensure washing up has been done.

Activities

- If cycling on site, you must always wear a helmet and only cycle on the designated tracks.
- Closed toe shoes must be worn when participating in activities so please ensure you come prepared.
- Shorts and t-shirts must be worn on lake activities. Swim suits are not suitable and you will be asked to change.

Should you experience any problems during your stay, please report them immediately to Reception.

Out of hours, for any emergencies please contact our On-Call support staff on **07743559344**.