



**Henlow Bridge Lakes & Riverside** Bridge End Road, Henlow, Beds. SG16 6DD

email: info@henlowbridgelakes.co.uk

or call the booking line on: **01462812645** 

www.henlowbridgelakes.co.uk

## **VISITOR POLICY**

Henlow Bridge Lakes & Riverside would respectfully like to make guests and visitors aware of our 'Visitor Policy'. We endeavour to operate a safe and secure site and your co-operation as a customer is appreciated.

- · A published charge per visitor is payable for anyone over 2 years of age staying longer
- Vehicle registration numbers must be provided at Reception on arrival and appropriate fees paid, to allow site access
- All day guests must be off site by 22:30 at
- · Exit & Access will be denied by ANPR after
- A charge of £7.00 per adult & £4.00 per child will be payable the next day for any guest not leaving before 22:30. Please note that ANPR will not work until overnight guests have paid these fees & the system has been updated.
- · Maximum of 4 paying visitors per pitch/unit at any one time.
- Customers will be responsible for their visitors safety and behaviour.

## **DISRUPTIVE GUEST POLICY**

respectfully like to make customers aware of our policy towards disruptive behaviour.

We strive to be one of the best family friendly sites in the UK. Disruptive guests can spoil this for the majority which is unacceptable and will not be tolerated. Excessive noise, especially between the quiet times of 22:30 - 07:00, foul or abusive language and speeding on site are the main areas of concern, but any action which is deemed to be inconsiderate will be resolved by the following procedure.

- · A verbal explanation and warning by HBL staff will be given to any customer who breaches Site Rules to the detriment of the site, property or other customers.
- If the behaviour does not improve following the first verbal explanation & warning, then a senior member of staff will accompany the HBL staff member and a FINAL verbal explanation and warning will be given.
- If the behaviour does not improve after the final warning, the disruptive individual and, or groups will be asked to leave the site ately or the following morning whichever HBL staff deem more appropriate
- If guests do not leave as instructed the Police will be called to eject them.
- HBL will not tolerate any verbal or physical abuse towards any member of HBL staff or fellow guests. Anyone found to be using threatening behaviour will be asked to leave the site immediately, and the Police will be
- No refunds will be given to disruptive guests who are ejected from the site.
- By paying for your holiday you have agreed to understand and be bound by this policy.

Watch your speed. Do you want the death of a child on your conscience.

Takeaway & grocery delivery drivers need to be met at the main gates/reception, no access will be given to the site.