

Important information - Be safe whilst on holiday

Caring for your Safety

We do our best to ensure that property owners take your safety and wellbeing very seriously and that their properties are well maintained for your comfort and safety. Nevertheless, please remember that when you stay in unfamiliar surroundings, you must take special care of yourself and your family. While relaxing and letting your guard down is all part of the holiday experience, you could encounter difficulties that could affect your holiday enjoyment. Here are some useful pointers to help you enjoy your holiday and avoid some possible pitfalls. Please read the information carefully and ensure that other members in your party are also aware.

Before you Travel

- Never travel without insurance
- Take a copy of your policy and the emergency assistance number with you.
- Leave a copy of your travel details with your next of kin or an emergency contact.
- If travelling overseas then it is recommended that you read the relevant FCO travel advice for the country that you are visiting, it provides essential information including entry requirements, health advice, safety and security.
- Remember the free European Health Insurance card (EHIC) only entitles you to basic state medical care in participating countries and it does not cover you for repatriation.

Your Journey

- Allow sufficient time to get to your holiday property and the airport/port/station, if relevant.
- Take contact details for us and the owner with you, as well as the directions to the holiday property. Bear in mind that mobile phone reception can be patchy in certain locations.

Accommodation

Many properties are chosen for their individual character and charm and therefore extra care may be needed for families with children or anyone at risk due to the architectural character of the property, especially if the property has unconventional stairs or a balcony for instance. Please take special note of the following:

When you arrive

- Familiarise yourself with the location of any safety equipment such as a fire extinguisher/fire blanket and read the operating instructions.
- Familiarise yourself with the escape routes.
- Read the fire instructions displayed at your property.

- Familiarise yourself with the layout of the property and location of light switches, **always** put a light on when moving around the property at night and consider leaving a stair or landing light switched on.

Be aware and be safe

- **Always** securely lock the property whenever you leave it and at night. Make sure windows are closed (and locked), where possible. Never leave valuables in open view.
- **Always** climb/descend stairs/steps very carefully. Hold any handrail and walk slowly. **Always** accompany young children.
- If smoking is permitted always ensure that all smoking materials are safely extinguished and never smoke in bed.
- If you smell gas, **report it immediately**. Black sooty marks or stains and lazy orange flames on a gas appliance and excessive condensation in the room could indicate a faulty gas appliance.
- Switch off electrical appliances at night and do not leave appliances like the TV, washing machines and driers running when you go out.
- If the property has open fires or wood burning stoves, make sure you use the fireguard, keep children and pets under **close supervision** and ensure that the fire is safely out before you go to bed.
- Something as simple as a window blind cord or chain can present a real danger to young children check all areas and keep all cords and chains out of reach of babies and young children.
- Take **extra care** in bright sunlight as it may not be obvious whether the windows or patio doors are open or closed.
- Surfaces such as tiles and marble floors can be very slippery.
- If your property has night storage heaters, these must never be covered.
- Cots and highchairs must conform to local national standards. If they are damaged or deficient in any way then please report.
- If there is a garden pond or other water features, ensure that children or anyone at risk cannot access it. Look for any steep drops or steps in the garden, and, if there are garden sheds or outbuildings, ensure that children or anyone at risk cannot get into them.
- Equipment in children's play areas should be safe and in good condition. You should satisfy yourself that the equipment is safe and in good condition before use.
- Children should be supervised by a responsible adult at all times.

Balconies, landings, corridors & walkways

- Never leave children unsupervised on balconies or landings.
- Keep all furniture away from the balcony wall/railings.
- Never lean over, sit or climb on the balconies or walkway wall/railings.
- Take care when walking along corridors and walkways.
- Before closing the door whilst on the balcony check that there is a handle on the outside.

Swimming pools

- **Read and obey the pool rules** before you swim, private holiday properties will not have a lifeguard and some holiday complexes are not required to employ lifeguards.
- Familiarise yourself with the pool layout so you know where the deep and shallow ends especially before jumping or diving in. Never dive into water less than 1.5m deep.
- In some swimming pools it may be prohibited to jump or dive into the pool, always obey the facility rules and signage.
- Some complexes may have specific adult supervision ratios.
- Chlorine is normally added to the pool when it is closed so check the hours of pool operation and never use the pool when it is closed.
- Don't swim immediately after a meal and never swim when you've been drinking alcohol or if you feel unwell.
- Don't swim if suffering from an upset stomach. Leave 48 hours before entering the pool following a stomach-related illness.
- Children or anyone at risk, in and around the pool area must be supervised by an adult at all times and never left unattended even if a lifeguard is present.
- If the property has an infinity pool, please do not sit, lean or stand on the infinity edge. Inflatables must not be used in the infinity pool.
- In the event of an emergency, know how and where to get help.

Hot Tubs/Saunas

Please ensure all guests read the important user guidelines before use which will be supplied at your accommodation

Our owners take care to ensure the hot tub is ready for you to use on arrival although whilst every attempt is made on some occasions due to the strict cleaning and disinfection procedure they follow the hot tub may not have reached the required temperature and there could be a short delay before you can use it.

You should not use the Hot Tub or Sauna if you:

- Have a serious illness, or have a heart condition, high or low blood pressure, or any other medical condition which may affect your reaction to heat then you should consult with your doctor first.
- Have a contagious disease, infectious skin condition, open sores or wounds.
- Have recently exercised or have had a heavy meal within one and half hours.
- Are under the influence of alcohol or any drugs that may cause drowsiness or that raise or lower blood pressure.
- Are a child under 4 – the body temperature of young children will rise much quicker than that of older children or adults using the hot tub/sauna due to their undeveloped thermo-regulatory mechanisms. Children under the age of 4 should not use the hot tub (age restrictions may vary by property). Children should be supervised closely at all times by a responsible adult.
- Pregnant women are advised not to use hot tubs/saunas or to seek medical advice before doing so.

When using the hot tub

- Always shower before using the hot tub.
- Do not take glasses into the hot tub.
- Enter the hot tub carefully as the area around may be slippery.
- Do not use any soap or wear any sun lotion when using the hot tub as this can affect the water quality.
- Limit your soak to 15 minutes and cool off before re-entering.
- To keep the water clean and clear always replace the cover after using the hot tub.

Beach safety

- Seek local advice on the safest beaches and beware of local conditions (e.g. tides, winds, dangerous currents and underwater hazards).

Use of activity equipment

All activities during your holiday are undertaken at your own risk.

Some properties may have use of a boat or other activity equipment such as trampolines, swings, climbing frames and sporting equipment. You will find details of such equipment in the brochure description. Please note that any activity equipment is provided directly to you by the owner and does not form part of your contract with us. Use of such equipment is at the property owner's discretion, and liability for availability and condition rests solely with the owner. It is your responsibility to (i) ensure that you are familiar with the operation of the equipment, (ii) satisfy yourself that the equipment is safe to use, (iii) to use the equipment responsibly, and (iv) supervise children using the equipment at all times.

Security

If a major security incident occurs and you are not sure what action to take, follow the advice to 'Run, Hide, Tell' which can be applied to many places and situations both at home and overseas.



RUN to a place of safety, if there is nowhere to go then it's better to **HIDE**, turn your phone to silent, then finally and only when it's safe to do so **TELL** and call the police.

Special requirements

Whilst every effort has been made to ensure the property meets with your individual needs particularly relating to access to the property and garden we ask that you check that the property description is suitable for everyone in your party and if you have any concerns or special requirements following your booking contact with our Customer Care Team.

Many property owners offer cots free of charge, but please note, property owners who provide cot and high chair facilities may not necessarily offer other infant equipment. Please check the property you have chosen has everything you need for a stress free holiday.