



Good to know

A guide to making the most of your stay



whitemead
FOREST PARK



Useful Telephone Numbers

Site Number - 01594 560400

Pharmacy

01594 562271 - Boots, Bream, High Street GL15 6JS

01594 842847 - Lloyds Pharmacy, Lydney,
High Street GL15 5RA

Hospital

0300 421 8722 - Lydney District Hospital GL15 5JF

0300 421 8640 - Dilke Hospital, Cinderford GL14 3HX

111 NHS - non life threatening medical assistance

0300 422 2222 - Gloucestershire A&E, 24hrs

Doctors

01594 562437 - Yorkley Health Centre GL15 4RS & Bream Health Centre GL15 6NB

Dentist

01452 380073 - Gloucestershire Dental Access Centre

Boundless by CSMA

0800 669944 - Boundless by CSMA Membership line

03301 230374 - Boundless Breaks Booking Line

Taxi's

01594 834834 - C D S Taxis

01594 560540 - Fast Cabs

01594 836757 - Sovereign

01594 845913 - K&T Taxi

Vets

01594 842185 - Severnside Veterinary Group, Lydney, GL15 5PA

01594 835600 - Severnside Veterinary Group, Coleford, GL16 8RD

Camping & Caravanning

01594 562206 - Forest of Dean Caravans (Sales & Repairs)

Emergency Contact

Someone is available to assist 24 hours a day. To contact the Duty Manager dial:

01594 809674 or 0 from the nearest Emergency Phone.

Welcome to Whitemead Forest Park

We're sure you're going to have a great time, but there are a few things we need to mention, so please take a moment to have a quick glance through this booklet. You'll find loads of useful information about the park which we hope will make your time with us as enjoyable as possible.

We're lucky enough to be located in a beautiful part of the country. It's a special place, but there's a couple of things about being in the heart of the countryside that you'd probably like to know.

Dark is the night: Well, we are in the countryside... Paths and walkways have low-level lighting, but it's probably worth taking a torch with you when you're out and about after dark.

Whitemead: A Short History

Whitemead Forest Park has a history that can be traced as far back as 1282, but Boundless didn't get involved until 1970 when we bought the site and opened it as a caravan park the following year.

The park has undergone lots of changes over the years – we introduced our first two-storey log cabins in 1978 next to what is now Pondside Way, and gradually replaced ageing static caravans with more single-storey cabins.

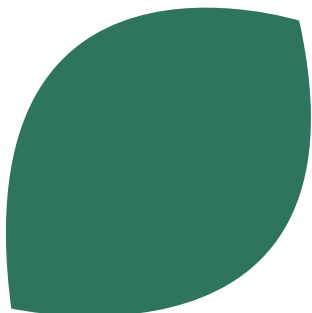
A major refurb followed in 2000, when we shut the site down for nine months to give the place a total makeover, resulting pretty much in the Whitemead you see today.

For more information, you can purchase our Whitemead Park – A Short History booklet from the on-site shop.

Thanks for reading this and, if you need any further help or information, just ask a member of the team.

Trees are us: The best thing about being a forest park is our fantastic trees. Some of them really are quite senior citizens, so we (and they) would be grateful if you could treat them with care and consideration.

On the wild side: The other great thing about Whitemead is its variety of wildlife and we know many of our guests enjoy feeding the ducks and birds. Please take care though, not to leave food lying around as it might attract some slightly less welcome diners...



Miles of memories

Park Information

Car Parking

Only one car per accommodation or pitch is permitted. All other cars should be parked in the overflow car park near the entrance to the park.

Comment Forms

In your accommodation welcome pack is a customer feedback form which we would love you to fill out prior to your departure. Completed forms can then be deposited along with your keys in the express check out box.

Lost Property

If you happen to come across any lost property, please contact Guest Services and we will arrange to collect from you. If you need to collect any lost property yourself, please contact Guest Services. We'll hold onto things for a couple of weeks so you've got time to claim anything you might have lost.

Mobile Phones

Everyone asks if they'll get a decent signal here. We have to admit it can be a bit patchy, but there are some emergency phones dotted around the place – the site plan will tell you where they are. The best signal on the park at the moment is EE although, as we say, it can come and go!

Pets

We are pleased to provide accommodation where our customers may bring their pets on holiday with them.

If you have a pet and have been allocated a pet free unit, please contact Guest Services as there is a £100 charge for the accommodation to be professionally cleaned.

We do ask people to keep their dogs on a lead at Whitemead. There are dog bins located around the site, and disposable bags, pet food and biscuits are available at the on-site shop. Please make sure your pet is not a nuisance to other guests and please note we don't allow pets other than guide or hearing dogs in any of the public area buildings.

Guest Services

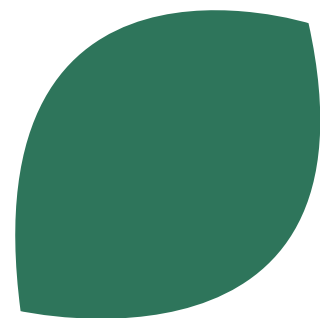
If you have any queries about the park or need information on anything, please contact Guest Services. They can help you out with local attractions, walking or cycling routes, sport and other leisure activities around the Forest of Dean. They also handle day-to-day stuff like breakages and cleaning issues etc.

Recycling

As you'd expect, recycling is a priority at Whitemead – please help us out with this by using the recycling points around the park. These are detailed on the site plan.

Tourist Information

A full range of tourist information is available on our website www.whitemead.co.uk/things-to-do Leaflets & information are also available at Guest Services.



Together time



Site Map



Shop and Guest Services



AREAS AND ACCOMMODATION TYPES

- The Mead - Electrical Camping Pitches
- The Meadow - Gravel Hardstanding Pitches, 30 - 72
- Oak Hill - Mega Pods
- Primrose Walk - Apartments
- Bluebell Walk - Apartments
- The Dell - Electrical 1/2 Gravel & 1/2 Grass, 1 - 10
- Electrical Gravel Pitches 17 - 29

POD TYPES

- Camping Pod
- Mega Pod
- Mega Pod X
- Mega Pod XL

KEY

- Fire Point
- Water Point
- Refuse & Water Point
- Elsan Service Point
- Parking
- Recycling Point
- Emergency Phone

EMERGENCY CONTACT

Someone is available to assist 24 hours a day. To Contact the Duty Manager dial:
01594 809674 or 0 from the nearest Emergency Phone

Accommodation

Breakages

Please inform Guest Services of any accidents or breakages. We reserve the right to charge for items broken or damaged.

Clean Linen

Beds (not sofa beds) are made prior to your arrival. In the event of any problems, bed linen can be exchanged by contacting Guest Services. A small charge may be made. Bedding for the sofa beds can be found in the wardrobe of the double bedroom and in pods can be found under the sofa.

Housekeeping

We hope you find your accommodation to be clean and comfortable. Should you experience any issues during your stay, please contact Guest Services



Departure

Please vacate your accommodation by 10am on the day of departure.

Please leave your accommodation clean and tidy and remember to:

- Remove all rubbish, remembering to take segregated waste to the recycling points where possible.
- Empty your fridge and freezer.
- Leave all crockery, cutlery and cookware clean, with the dishwasher emptied.
- Leave the cooker, hob and microwave clean.
- Check all drawers and cupboards for your belongings. Whitemead Forest Park is not liable for any items lost or stolen on our premises or left in units after checkout. Lost Property will be kept for two weeks and then disposed of. There will be a minimum charge of £10 to post forgotten items back to you.

It would also assist us to ensure that the accommodation meets expected standards if you would:

- Report maintenance issues to Guest Services as soon as possible.
- Report any breakages, damage or maintenance issues to Guest Services.

Finally, please don't forget to drop your key card and comment form into one of the express check-out boxes. These are located outside Forest Point and the Booking Office.

Facilities

Barbecues

Disposable barbecues may be purchased from the on site shop. Please remember you are in a forest and all barbecues should be safely away from any timber building, decking, verandas or picnic tables.

- Please do not place the barbecues on any table or directly onto the ground.
- Please dispose of used coals safely, once used please allow to cool sufficiently and dispose of in one of the metal lidded barbecue bins located in one of the Recycling points. Please do not use the General Waste bins.

Cycling

The Royal Forest of Dean has many great cycle trails, one of which is situated directly opposite the entrance to the park. Details of cycle trails can be purchased from the on site shop.

- Cycling is only permitted on the park's roads/roadways and the speed limit of 5mph must be observed (the pace of someone walking briskly).
- Cycling is not allowed on the grass or footpaths.
- Cyclists must observe the one way system and give way to pedestrians at all times.
- Please make sure that if you are cycling at night you have appropriate lights.
- You are advised to wear a helmet for your own safety.
- Cycles and scooters are not permitted inside any accommodations, Forest Point or any public buildings.

We would advise all guests to take extra precautions when securing your bikes whilst on site and in the local area and recommend the use of a five star D-lock when securing your bike. We would also recommend all bikes are registered on the national cycle database.

Gas

For your convenience we stock a full range of Calor Gas and Camping Gaz bottles. If you need to exchange your empty bottle then please head to the shop.

Hampers

We can arrange hampers full of essentials and luxuries to help you enjoy your stay even more! If you or one of your party are celebrating a special occasion whilst with us, we can help you add the special touches to make the event more memorable. For a full range please visit here <https://www.whitemead.co.uk/welcome-hampers>

Laundry

On site we have two coin-operated laundry rooms situated in each toilet block, which consist of washing machines and tumble dryers along with an iron and ironing board.

Post Box

The nearest post box can be found in the village of Parkend outside the Post Office.

Public Phones

The public pay phone is situated opposite the booking office and is available 24hrs a day. Yellow emergency phones are situated around the park should you need to make any emergency calls. Please see the site plan for all locations.

WiFi

We are pleased to provide free basic Wi-Fi access in all areas of the park.



Safety

Child Safety

Please be aware there are ponds and streams, roadways and car parks in the grounds. The safety of children remains the responsibility of the parents or guardians at all times. Please refer to our code of conduct for more information.

Smoking & Use of E-Cigarettes

For the consideration of others, smoking or vaping is not permitted inside any Accommodation or public buildings, such as Forest Point. Please smoke outside your Accommodation or Forest Point. Please do not smoke in doorways and ensure all cigarettes are fully extinguished. Smoking is not permitted under the covered entrance to forest point.

Valuables

We strongly advise you to take care of all your personal belongings. Do not leave property unattended. Please make sure your unit is fully secured whenever you leave the property. Whilst every effort is made to safeguard guests' property, we cannot be held responsible or liable for any losses due to theft or damage caused to guests' personal possessions or property brought onto the complex or left in your accommodation after check out.

Water Safety Code

One of the many features of Whitemead Forest Park are the pond and stream areas, especially around the cabins of Pondsides Way. Customer and child safety is of paramount importance to us and therefore we would ask you to take a few moments of your time to read the following:

Please remember that water can look safe but can be dangerous. Young children must always be supervised, especially near water, so please do not leave your children alone - even a few seconds can be long enough for an accident to happen.

Be aware of the dangers of water:

- It can be difficult to get back out, with steep or slippery banks.
- There may be rubbish, including broken glass, that you can't see.
- There are no lifeguards in operation in that area and it is difficult to estimate depth of deeper water.
- Pond water can be polluted and may make you ill.
- There may be hidden currents or reeds which may not be visible from the surface.

We want everyone to have a safe and enjoyable stay with us so please take care.



Learning
together

In Case of Fire

Any person discovering a fire should:

- Raise the alarm and alert the fire brigade.
- Dial 9 then 999 from the nearest phone on site (excluding the pay phone situated in the booking office car park, this is just 999).
- Inform Duty Manager.

**Give the address as:
Whitemead Forest Park,
Folly Road,
Parkend,
Gloucestershire,
GL15 4LA**

On hearing the fire alarm:

- Leave the building using the nearest exit.
- Close all doors.
- Report to the assembly point at the Booking office car park.

Do not take any risks and do not return to the building without being authorised to do so.

In Case of Emergency or Accident

You should:

- Alert the emergency services.
- Dial 9 then 999 from the nearest phone on site (excluding the payphone situated in the booking office car park, this is just 999).
- Inform Guest Services/Duty Manager.



Promise of Fair Play Policy

We are committed to providing excellent service and value for money and meeting all your expectations throughout your stay. A comment form has been provided and if we succeed in our goal, we hope that you will be kind enough to tell us. If we are not meeting your expectations, we equally hope that you communicate this to us.

Set out below is our Promise of Fair Play.

If you are not happy with any aspect of your stay and wish us to rectify the matter, please tell the Duty Manager. An attempt will always be made to put right any matter that you raise. If this is not possible, then you will be given an explanation. Whatever the outcome, we hope that you will still complete the comment form.

Should you have an issue that you do not want rectified immediately but that you want us to be aware of then please do so via the comment form.

If you're not satisfied with the way in which you have been treated whilst staying in a Boundless Breaks property, then please contact customer relations at **customer.relations@boundless.co.uk**.



Rock up
kick back

Code of Conduct at Whitemead Forest Park

This code of conduct has been created by Boundless by CSMA. All guests attending Whitemead Forest Park are deemed to have accepted and agreed to be bound by its contents. Our aim is to provide all our guests with a safe and relaxing holiday environment and therefore draw your attention to the following:

Safety Information

1. Parking

- Users of Whitemead Forest Park's parking facilities do so at their own risk, Whitemead Forest Park cannot accept responsibility for any accident, damage or loss.
- Please park in designated areas only.
- You are allocated one parking space per accommodation unit. Any additional vehicles must be parked in the car park, for which an additional fee may be charged.

2. Drive safe

- The speed limit at Whitemead Forest Park is 5mph – the pace of someone walking briskly. This is because most of our roads share access between vehicles and pedestrians. Please note that exceeding this limit is dangerous and may result in serious personal injury to yourself, and damage to your motor vehicle or bicycle.
- All road signs and markings, including but not limited to the one-way system, should be followed.
- Vehicles must only be driven by holders of a current driving licence with adequate comprehensive insurance.

3. Cycling, skateboarding, roller skating and the use of scooters

- Cycling is welcomed on Whitemead's roads and roadways but the speed limit of 5mph (the pace of someone walking briskly) must be observed.
- Cyclists must observe any one-way system and give way to pedestrians at all times.
- Please make sure that, if you are cycling at night, you have appropriate lights.
- You are advised to wear a helmet for your own safety.
- We regret that cycles are not permitted in any accommodation.
- Details of cycle hire can be obtained from Guest Services.
- Hoverboards, scooters, skateboards and roller skates are not permitted in public areas.
- Guests are advised to ensure all cycles are secured with an adequate solid, secure-rated lock and are adequately insured.
- In the interests of safety, model aircraft, rope swings, bows and arrows, golf, hard balls, drones or any activity likely to endanger other people or property are not permitted.

4. Games

- Ball games and kite flying are permitted on the field and multi-sport court.
- In the interests of safety, model aircraft, rope swings, bows and arrows, golf, hard balls, drones or any activity likely to endanger other people or property are not permitted.

5. Swimming pool

In the interests of safety, guests are required to abide by all pool rules displayed at the poolside.

- You are required to show your leisure pass at all times when using any of the leisure facilities, otherwise entrance may be refused.
- At certain times, session swimming may occur. Please consult the Forest Point notice board for the current pool timetable.
- You and your children use the pool facilities at your own risk. Lifeguards are in attendance at the pool for safety reasons. Please note they are not responsible for the direct supervision of any children, who remain the responsibility of their adult/parent/guardian at all times.



Code of Conduct Continued...

Swimming pool supervision ratios

- All children aged 0 – 3 years must be accompanied in the pool by a responsible adult on a ratio of one adult to one child.
- However, the ratio can be extended to one adult to two children if all children are wearing a suitable buoyancy aid.
- All children aged 4 - 10 years must be accompanied in the pool at all times by a responsible adult on a ratio of one adult to two children.
- All children aged 11 – 15 years may swim without adult supervision; however, an adult must stay on site at all times. (All non-swimmers aged under 15 must be accompanied in the pool by a responsible adult in the water at all times, at a ratio of one adult to two children)

6. Steam room, sauna, hot tubs and fitness suite

- Hot tubs are for use by people aged 8 years and above.
- These other facilities are for use by people aged 16 years and above.
- Please follow the guidelines that are displayed at the entrance doors to each facility.
- In the interests of safety, guests are required to abide by all leisure facility rules displayed at the property.
- Guests are advised to seek the advice of their doctor if they have a medical condition that could affect them when using these facilities.
- Users should remove all jewellery, watches and spectacles.
- Pregnant women or guests with medical conditions such as high blood pressure, heart disease, respiratory problems or who are taking medication are advised to consult their doctor before using the facilities.

7. Hot tubs (in accommodation units)

- All users of the hot tub must be over 12 years old.
- Users should remove all jewellery, watches and spectacles.
- Pregnant women or guests with medical conditions such as high blood pressure, heart disease, respiratory problems or who are taking medication are advised to consult their doctors before using the facilities.
- Alcohol must not be consumed when using the hot tub.

8. Barbecues

- Disposable barbecues may be purchased from the on-site shop.
- Please remember you are in a forest and all barbecues should be safely away from any timber buildings, decking, verandas or picnic tables.
- Please do not place barbecues on any table or directly onto the ground.
- Please dispose of used coals safely. Once used, please allow coals to cool sufficiently and dispose of them in one of the metal-lidded barbecue bins located at one of the recycling points. Please do not use the general waste bins.

9. Laundry

- Laundry and drying facilities are available at Whitemead Forest Park.
- Washing lines are not permitted. A clothes airer is provided in your accommodation.

10. Attire

- Appropriate clothing must be worn when participating in certain leisure activities. In such cases, details of recommended clothing will be given.
- Clothing must be worn at all times when in public buildings.

11. Groundsheets

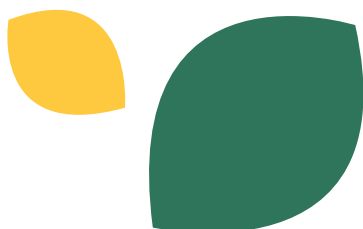
- Environmental groundsheets can be purchased from the on-site shop for use on grass pitches at Whitemead Forest Park.

12. Mobile phones

- We regret that due to Whitemead being situated in a rural area, limited mobile phone signals are received.
- Free wireless internet is available throughout the site.

13. Supervising children

- The supervision and behaviour of children remains the responsibility of the parent, guardian or accompanying adult at all times.
- Make sure your children know where they are staying and the name/number of your accommodation or pitch number.
- Familiarise them with Whitemead Forest Park and relevant parts of this code of conduct, showing them where your accommodation is in relation to the facilities.
- For your children's safety it is important for you to know where your children are at all times.



Code of Conduct Continued...

11. Barbecues

- Disposable barbecues may be purchased from the onsite shop.
- Please remember you are in a forest and all barbecues should be safely away from any timber building, decking, verandas or picnic tables.
- Please do not place barbecues on any table or directly onto the ground.
- Please dispose of used coals safely, once used please allow to cool sufficiently and dispose of in one of the metal lidded barbecue bins located in the recycling point.

12. Laundry

- Laundry and drying facilities are available at Whitemead Forest Park.
- Washing lines are not permitted anywhere at Whitemead Forest Park. A clothes airer is provided in your accommodation.

13. Supervising children

- The supervision and behaviour of children remains the responsibility of the parent, guardian or accompanying adult at all times.
- Make sure your children know where they are staying and the name/number of your accommodation or pitch number.
- Familiarise them with Whitemead Forest Park and relevant parts of this code of conduct, showing them where your accommodation is in relation to the facilities.
- For your children's safety it is important for you to know where your children are at all times.

14. Pet policy

- Pets are welcome in selected accommodation at Whitemead Forest Park at an additional charge. Unfortunately, we cannot accept any dogs included in the Dangerous Dogs Act, these are; Pit Bull Terrier, Japanese Tosa, Dogo Argentino and Filo Brasileiro.
- In the interests of others, please bring your pet's bedding and please adhere to our policy of not allowing animals on furniture or beds.
- Ensure that your pet is properly supervised and does not cause a nuisance or threat to guests or staff at Whitemead Forest Park.
- Please ensure you clean up fully after your pet.
- Pets may not be left unattended in any accommodation.
- Do not take pets into any indoor public areas.
- Guide and assistance dogs are of course welcome at Whitemead Forest Park.
- Any pets found to be occupying or to have occupied pet-free units will incur a charge. Please see our terms and conditions (clause 9.2).
- Any damage caused by pets will incur a charge.

15. Suspicious events

- Please inform a member of staff of any suspicious events at Whitemead Forest Park, no matter how trivial.
- An example of suspicious events includes surveillance which is suspicious in nature, the drawing of diagrams and note-taking.

16. Noise pollution

- Please be considerate towards other guests and keep noise at a reasonable level at all times. Organised on-site entertainment, including musical entertainment, will usually cease around midnight (New Year's Eve is an exception).
- Please remember, as you return to your accommodation at the end of the evening, that noise carries at night.



Code of Conduct Continued...

17. Portable electric generators

- Portable electric generators are not permitted on serviced pitches. Exceptionally, they may be permitted on other areas of the park at the duty manager's discretion.

18. Damage to property

- The person who places the booking will be held responsible for any damage caused to the company's property by the guest or his/her party and may be required to pay the amount to make good or remedy such damage.

19. Behaviour on-site

- Guests must behave appropriately and with discretion at all times, respecting the park's environment and other guests.
- Only registered guests are permitted at Whitemead Forest Park, other than for brief visits in common areas. No overnight visitors are permitted.
- Recreational drugs are strictly prohibited.
- The facilities of Whitemead Forest Park are for the enjoyment of all guests. To this end, guests must take care to respect our infrastructure. In particular, furniture must not be moved, and nothing may be fixed to furniture or walls.
- Guests are expected to keep their self-catering accommodation and common areas clean and tidy at all times.
- Proper care should be taken of personal valuables. Whitemead Forest Park is not responsible in the event of their theft, loss or damage.

20. Accidents, incidents and near misses

- If you unfortunately experience an accident, incident or near miss during your stay, please inform us as soon as possible. This will enable us to assist you with any first aid you may require and help us to record the information.
- Please contact a member of staff or go to the main reception where an accident/incident form can be completed.
- Our staff will alert emergency services if required.

21. Smoking policy

- Smoking (including e-cigarettes) is not permitted in any buildings (including accommodation).

22. Fire action

Please make a note of the fire assembly point as detailed on your site plan. In the event of discovering a fire:

- Raise the alarm, evacuate your accommodation/pitch immediately, alerting your immediate neighbours if safe to do so.
- Dial 999 from the nearest on-site phone and inform a member of staff/ duty manager if possible.
- Make your way to the fire assembly point and remain there until given further instructions.
- Make no attempt to collect personal belongings.
- If the fire is small and you can do so without causing harm to yourself or others, tackle the fire using the appropriate extinguisher provided in your accommodation.

Your safety is our main concern. Please advise us at the time of booking and on check-in should you require any assistance in the event of an emergency – please do not put yourself at risk.

Guests must acquaint themselves with fire-safety procedures and comply immediately with fire or other safety drills, alarms and instructions.



Boundless Breaks



1 Whitemead Forest Park

Lydney, Gloucestershire, GL15 4LA

Tel: 0330 123 0374

boundless.co.uk/whitemead

2 Cotswold Cottages

Bourton-on-the-Water, Gloucestershire, GL54 2BY

Tel: 0330 123 0374

boundless.co.uk/cotswoldcottages

3 Bournemouth West Cliff Hotel

Bournemouth, Dorset BH2 5JS

Tel: 01202 230374

boundless.co.uk/westcliff

Whitemead Forest Park is a property owned by Boundless by CSMA, an organisation run by its members for its members. Visit boundless.co.uk/whitemead for more information. Whilst all Boundless-owned Breaks are open to the public, Boundless by CSMA members can benefit from discounted rates. To find out if you are eligible to become a Boundless by CSMA member visit boundless.co.uk. Boundless by CSMA is a brand of Motoring & Leisure Services Ltd. Registered in England no. 02813598. Registered office: Britannia House, 21 Station Street, Brighton BN1 4DE.



- > 03301 230 374
- > whitemead.co.uk
- > enquiries@whitemead.co.uk

Lines are open: Monday – Friday (08:00 – 18:00), Saturday (10:00 – 16:00), Sunday (CLOSED)
Telephone calls may be monitored and/or recorded.

Boundless by CSMA is a trading name of Motoring & Leisure Services Ltd.
Our registered office is at Britannia House, 21 Station Street, Brighton, East Sussex BN1 4DE

Proudly owned by
boundless
by CSMA