

## Code of Conduct

# Ghyll Manor Hotel

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

### Safety Information

#### 1. Fire Action

Please make a note of the emergency assembly point, which will be pointed out to you on arrival and is located by the pond at front of hotel.

In the event of a fire:

- Raise the alarm – follow the instructions detailed in the welcome folder. Evacuate your accommodation immediately, alerting other guests if safe to do so.
- Make your way to the fire assembly point and remain there until given further instructions.
- Make no attempt to collect personal belongings.

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

**Guests shall acquaint themselves with the fire safety procedures and comply immediately with fire or other safety drills, alarms and instructions.**

#### 2. Accident, Incidents and Near Misses

- If you unfortunately experience an accident, incident or near miss on your stay, please inform us as soon as possible. This will enable us to assist you with any first aid you may require and also 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.

#### 3. Drive Safe

- The speed limit at Ghyll Manor Hotel is 5 mph. This is because most of our roads have shared access between vehicles and pedestrians. Please note that exceeding this limit is dangerous and may result in serious personal injury or damage to yourself, 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 third party insurance.

#### 4. Parking

- Users of Ghyll Manor car parking facilities do so at their own risk, Ghyll Manor cannot accept any responsibility for accident, damage or loss.
- Please reverse park in designated areas only.

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### **Ghyll Manor Hotel (Continued)**

- Additional "overflow" car parking is available behind the Hunsdon Hall.

#### **5. Games**

- Ball games are permitted in the areas away from the accommodation units.
- In the interests of safety – model aircraft, rope swings, bows & arrows, golfing, hard balls, or any activity likely to cause danger to others or property, are not permitted.
- Kite flying is not permitted due to high winds and overhead cables.

#### **6. Child Supervision**

- The supervision and behaviour of all children remains the responsibility of the parent, guardian or accompanying adult at all times.
- Ghyll Manor has a deep water lake and ponds and children must keep away from these areas.
- Make sure your children know where they are staying and the name of your accommodation and familiarise them with Ghyll Manor and relevant parts of this code of conduct, showing them where your accommodation is in relation to the facilities.
- For your child's safety it is important for you to know where your child is at all times.

#### **7. Suspicious events**

- Please inform a member of staff of any suspicious events at Ghyll Manor no matter how trivial. Also please notify a member of staff of any accidents, hazards or near misses.

#### **8. Smoking Policy**

- Smoking is not permitted in any public buildings or any of the accommodation at Ghyll Manor.

#### **9. Mobile Phones**

- As Ghyll Manor is situated in a rural area, limited mobile phone signals are received on some networks.

#### **10. Property Damage**

- The person who places the booking will be held responsible for 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.

#### **11. Pet Policy**

Pets are welcome at Ghyll Manor in Charlwood accommodation only and subject to a pet charge, but unfortunately we cannot accept any dogs included in the Dangerous Dog Act, these are; Pit Bull Terrier, Japanese Tosa, Dogo Argentino and Filo Brasileiro.



# GHYLL MANOR

HOTEL & RESTAURANT

## Code of Conduct

### Ghyll Manor Hotel (Continued)

- 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 Ghyll Manor.
- Pets may not be left unattended in any of our accommodation.
- Do not take pets into any indoor public areas.
- Guide and assistance dogs are of course welcome at Ghyll Manor.
- Any pets found to be occupying or to have occupied pet-free units will involve a charge, please see the Terms and Conditions (clause 9.2).

#### 12. Noise Pollution

- Please have consideration for other guests and keep noise at a reasonable level at all times.
- Please remember that noise carries at night as you return to your accommodation at the end of the evening.

#### 13. Attire

- Appropriate clothing must be worn when staying at Ghyll Manor.

#### 14. Behaviour on-site

- Guests shall behave appropriately and with discretion at all times, respectful of the Hotel environment as well as of other guests.
- During the quiet hours **from 11pm to 7am**, guests shall be particularly considerate and **refrain from any conduct that could disturb others in the vicinity**.
- Only registered guests are permitted in the Hotel, other than for brief visits in common areas. No overnight visitors are permitted.
- Food must be consumed only in common areas and food waste must be properly disposed of.
- **Recreational drugs are strictly prohibited.**
- Smoking is only permitted in designated outdoor areas.
- The facilities of the Hotel are for the enjoyment of all guests. To this end, care shall be taken to respect the infrastructure. In particular, furniture shall not be moved and nothing may be fixed to furniture or walls.
- Guests are expected to keep their rooms and the common areas clean and tidy at all times.
- Proper care should be taken of personal valuables. The Hotel is not responsible in the event of their theft, loss or damage. Lost and Found items will be kept by the Housing Service for 3 months. They can be retrieved at the Hotel Reception only. No items can be sent. Perishable items will be disposed of immediately.

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