

# THE LAKES

HOUSE BOOKING TERMS AND CONDITIONS

## HOUSE BOOKING T&CS

All bookings are governed by the below terms and conditions. By making your reservation, you agree to these terms in their entirety.

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### 1. General & Definitions

**1.1** "the Company" Resort Estate Management Limited (company number 6273431).

**1.2** "the Estate" The development known as Lakes by Yoo, Coln Park, Lechlade Gloucester

**1.3** "the Estate Regulations" the regulations made and updated from time to time by the Estate management company the current version of which is appended hereto.

**1.4** "the Fee" the total rental price for the hire of the Property as stated in the Reservation

**1.5** "the House Rules" the rules annexed hereto which are specific to the Property and are prescribed by the Owner but which may be updated from time to time.

**1.6** "the Owner" the owner of the Property and such term shall include its agent(s)

**1.7** "the Property" the holiday accommodation which You are contracting to hire for the Rental Period stated on the Reservation or which may be substituted pursuant to these terms and conditions;

**1.8** "the Rental Period" the period so stated in the Reservation;

**1.9** "the Reservation" the reservation form signed by You and sent to the Company;

**1.10** "the Security Deposit" the security deposit as referred to in the Reservation;

**1.11** "VAT" Value Added Tax at the current rate (20% at the time of print)

**1.12** "You" and "Your" The first-named person in the Reservation issued by the Company;

**1.13** The Company arranges bookings of holiday accommodation on behalf of the Owner and other owners on the Estate as agents. You agree to enter into a contract with the Owner on the following terms and conditions and a binding contract shall only be in place between You and the Owner when the Company receives the Deposit (or full payment if applicable). Any disputes that arise in relation to the rental is a matter between You and the Owner.

**1.14** The Company acts solely as agent for the Owner and shall incur no personal liability whatsoever to You.

**1.15** You are responsible for the payment of Fee and for ensuring that all members of your party comply with all these conditions. You must be aged 18 or over at the time of booking.

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### 2. Payment

**2.1** The balance of the Fee must be paid not later than six weeks before the commencement of the Rental Period. Failure to pay the balance of the Fee at this time will constitute cancellation by You, in which case condition 4 will apply. It is, however, the Company's normal practice to attempt to remind You before processing such cancellations, and for this service the Company reserves the right to make an additional charge of £10.00 for each reminder sent.

**2.2** If You book the holiday less than six weeks from the start of the Rental Period, the full Fee shall be payable to the Company in order to complete a Reservation. Reservations made within 14 days of the commencement of the Rental Period must be paid for by credit card at the time of booking, or by bank transfer in the same day.

**2.3** All payments shall be made to the Company at the address stated

**2.4** The Fee is inclusive of all booking fees, commission, cleaning fees, charges and any applicable VAT.

**2.5** The prices quoted are cash prices. Where You pay for any part of the cost of the holiday by credit card, the Company reserves the right to levy a charge in respect of each payment so made.

**2.6** The Owner has authorised the Company to refuse any Reservation and to cancel any Reservation which has been made on the Owner's behalf. The Company will communicate this decision to You in writing. Any monies which have been paid to the Company will be repaid without delay and in full to You.

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### 3. Alterations or Cancellations by the Company before the Rental Period

**3.1** In the unlikely event that, where You are not in breach of your obligations hereunder, it shall be necessary for the Company to make an alteration to the Property from that specified in the Reservation or cancel the Property from that specified in the Reservation the Company shall inform You of such alteration or cancellation and:

**3.1.1** In the event that You give us notice in writing within 14 days that an alteration notified to You by the Company is considered to be unacceptable to You; or

## HOUSE BOOKING T&CS

**3.1.2** In the event of cancellation; the Company shall if possible arrange an alternative Property of a similar type and standard and in a similar location as that originally requested by You (though the Company reserves the right to charge You any resultant increase in price).

**3.2** If the alternative Property is not acceptable to You, the Company shall refund in full all monies paid and the Company and the Owner shall not have any other liability.

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### 4. Cancellation by You

**4.1** Any cancellation made by You (for whatever reasons) shall be in writing addressed to the Company at the address stated on the front page. The effective date of cancellation is when written notification is received by the Company.

**4.2** If You wish to end this contract 6 weeks & one day or longer, before the start of the Rental Period You will remain liable to pay: 30% of the Fee

If you wish to end this contract 6 weeks or less before the start of the Rental Period, You will remain liable to pay: 100% of the Fee. The deposit paid in advance will be deductible against this liability.

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### 5. Limitation of Liabilities

**5.1** Nothing contained in these Conditions shall exclude or restrict any statutory rights which You may have against the Owner or the Company.

**5.2** You deal as a consumer and in no event shall the Owner or the Company be liable for losses costs or damages suffered or incurred by You as a result of failure to perform or breach by the Company of its obligations under this Agreement which are business losses including but not limited to economic loss or damage, loss of profits, interest, business revenue or savings and loss of contracts and whether such losses or damages arise in contract tort or statute and whether as a result of negligence or otherwise.

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### 6. Booking Conditions Before signing the Reservation,

Please check the details to make sure they are correct. Any adjustments can only be made in the Company's discretion. The Company reserves the right to charge an amendment fee of £25 per amendment. The Company reserves the right to treat a change of Property/and or Rental Period which is made at Your request as a cancellation of one contract and the making of another, in which case Condition 4 above will apply.

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### 7. Descriptions & Brochure/Website Information

**7.1** The Company makes all reasonable efforts to ensure that descriptions of the Property provided to You either directly or by website are accurate. You acknowledge that differences between the photograph/illustration/text used for properties and the Property may arise. The Company does not accept liability for errors contained in descriptions or for any misrepresentation based on information provided by the Owner.

**7.2** The Owner reserves the right to make modifications to the specifications of the Property that are considered necessary in the light of operating requirements. In the interest of continued improvement, the Owner reserves the right to alter or delete furniture, fittings, amenities, facilities, or any part of any activities, either advertised or previously available, without prior notice.

**7.3** If material changes occur after this contract has become binding the Company will tell You.

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### 8. Termination During Rental Period

**8.1** This contract may be determined before the end of the Rental Period by the Company or the Owner upon giving notice to You in the event of Your material breach of the terms of this contract or where in the reasonable opinion of the Owner damage is likely to be caused to the Property by You or any member of Your party. In such cases, the Company shall not be liable to any refund of any monies paid.

**8.2** The Owner and the Company reserve the right to refuse to hand over the Property where in the reasonable opinion of the Company it is likely that damage to the Property will be caused by You or any member of Your party. In such case the Company shall not be liable to make a refund of any monies paid.

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### 9. Access

You must allow the Owner or the Company access to the Property to inspect the state of the Property and check compliance with these Conditions and all other purposes in connection with the Property at all reasonable times upon 24 hours' notice or in the event of emergency at any time without notice.

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### 10. Arrival & Departure

**10.1** If Your arrival will be after 6PM then a fee may be chargeable in the discretion of the Company. You must advise us (contact details on front page) at least 10 days before the start of the Rental Period so that suitable arrangements can be made for entry to the Property after 6PM on the first day of the Rental Period.

## HOUSE BOOKING T&CS

**10.2** Failure by You to leave the Property, with all guests and effects, by 10AM on the final day of the Rental Period will result in You being charged a further day's rental of the Property at the applicable rates for the day concerned (minimum £100).

**10.3** Failure to arrive by 6PM on the second day of the Rental Period where you have also failed to advise us constitutes cancellation by You, in which case Condition 4 shall apply.

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### 11. Pets

**11.1** Please contact us in advance if you wish to bring dogs with you. Only dogs that have been pre-booked and accepted may stay at the Property. No other pets are permitted. A fee is payable for each dog. The Company is entitled to require a form of 'pet licence' to be signed before the dog is permitted access to the Estate.

**11.2** Where a dog stays in the Property without this having been booked on the Reservation, the Owner reserves the right to refuse or revoke the booking at the Owner's sole discretion. This would be treated as a cancellation by You, and condition 4 above will apply.

**11.3** Dogs are not allowed on beds or chairs in the Property nor above the ground floor of the Property, nor are they allowed in any central facilities of the Estate. Good standards of hygiene must be maintained. All trace of the dog(s) must be removed from the Property when You leave. Dogs must be exercised on a lead, and must not be left unattended at any time in the Property.

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### 12. Your Responsibilities

**12.1** You are responsible for Your party and all other visitors to the Property during the Rental Period. Breach of any of the terms of this contract by them will be equivalent to a breach by You and You shall retain all liability for them.

**12.2** You shall exercise care and keep the Property and all furniture, fittings and effects in or on the Property in the same state of repair and condition as at the commencement of the Rental Period, and shall leave the Property in the same state of cleanliness and general order in which it was found. You shall be liable to the Owner for any loss, costs, expenses, claims arising from any damage caused to the Property and/or its contents by Your deliberate or negligent act or omission. If as a result of such damage, the Property or any of its contents need to be repaired or any of its contents need to be replaced then You shall be responsible for paying the reasonable costs of doing so. Additional cleaning costs may be charged to You.

**12.3** Any faults found before or during the Rental Period are to be reported to the Company.

**12.4** You will be required to pay the Security Deposit to the Company before the Rental Period begins to cover the cost of breach of your obligations under this contract. The Company accepts the Security Deposit as agent for the Owner. The Security Deposit will be applied against such costs in the discretion of the Company and the balance of the Security Deposit will be refunded to You within 14 days of the end of the Rental Period. For the purposes of this Condition damage to the Property shall include leaving it in a dirty or untidy condition on the final day of the Rental Period. Nothing contained in this Condition shall affect the right of the Owner to recover any sums from You under Condition 12.1

**12.5** This contract is personal to You and may not be assigned to any person.

**12.6** You must not use the Property for any purpose other than for a holiday for You and your family and any guests stated on the Reservation and smoking is not permitted at the Property.

**12.7** You agree to observe the House Rules and to circulate this among all the party members including teenage children.

**12.8** You will only use (and allow to be used by Your guests) the parking spaces which are allocated to the Property for the purposes of parking private (not commercial) vehicles and will not use or attempt to use any other parking spaces on the Estate.

**12.9** You shall not allow the number of people using the Property to exceed the maximum capacity of the Property, as stated on the Property details on the website. In the event this is exceeded without such agreement the Company reserves the right to refuse or revoke the booking at its sole discretion. This would be treated as a cancellation by You, and condition 4 above will apply (without prejudice to other Conditions).

**12.10** You must comply with the Estate Regulations and circulate a copy among all the party members including teenage children. The Estate includes a lot of open and unsupervised water. Your attention is drawn to the water safety regulations and advice issued by the Estate management company which is available prior to making the Reservation and from the site office of the Estate management company.

**12.11** You shall not do or permit anything to be done at the Property that may render the buildings insurance policy void or voidable or increase the premium. A copy of the insurance policy terms and conditions should be requested before making a Reservation and will be available upon request.

## HOUSE BOOKING T&CS

**12.12** You shall be responsible for paying all telephone charges for use of the telephone in the Property during the Rental Period. Such charges shall be payable by the end of the Rental Period and may be deducted from the Security Deposit if not already paid.

**12.13** You shall not do anything that may reasonably be considered to cause a nuisance or annoyance to the Owner, the Company, the Estate management company or any occupier of adjacent or neighbouring properties. The Estate is a family environment amidst a stress free concept and respect to all other residents and occupiers is tantamount. Any disturbance (for example noise) which results in site security being called to the scene could result in a charge being made by the Estate management company who will advise the Company of the charge. The charge will be payable by you and may be taken from the Security Deposit.

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### 13. Complaints

In the unlikely event that You are disappointed with the Property, You should first contact the person named on the front of this contract who will use all reasonable endeavours to solve the problem. Where this is not possible, You should contact the Company. If You still feel that the problem has not been resolved to Your reasonable satisfaction then You must within 7 days of returning from holiday, put Your comments in writing to the Company, marked for the attention of the Customer Services Department. The Company recommends that these are sent by recorded delivery in order that they receive attention as quickly as possible.

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### 14. Liability

To the extent permitted by law and except in the case of death or personal injury resulting from the proven negligence of the Company or the Owner the maximum limit of the liability of the Company or the Owner (as appropriate) to You whether in contract tort negligence breach of statutory duty or otherwise shall be the Fee.

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### 15. Force Majeure

**15.1** In the event of fire or some other catastrophic event of the type covered in comprehensive insurance policies and available at reasonable premiums on the insurance market then the Company may determine this contract by giving You notice whereupon this contract will immediately end but without prejudice to prior breaches of any obligations contained herein. In such event, the Company or Owner shall not be liable for any resultant loss, breach or delay.

**15.2** In the event of such determination the Company's liability shall be limited to the return to You of the appropriate proportion of the Fee attributable to the remainder of the unexpired Rental Period.

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### 16. Law of the Contract and Jurisdiction

English law shall apply to the whole of this contract which shall be subject to the exclusive jurisdiction of any of the courts of England and Wales.

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### 17. Headings

These Conditions shall be read and considered without reference to their headings which are included for convenience only.

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### 18. Severance

If any provision of these Terms and Conditions is prohibited by law or judged by a court to be unlawful, void or unenforceable, the provision shall, to the extent required, be severed from this contract and rendered ineffective as far as possible without modifying the remaining provisions of this contract and shall not in any way affect any other circumstances of or the validity of enforcement of these Terms and Conditions.

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### 19. Third Parties

No third party (other than the Owner) shall have any right to enforce this contract under the Contractss (Rights of Third Parties) Act 1999. It is intended that the Owner may enforce the terms of this contract against You.

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### 20. Previous Terms and Conditions

These Terms and Conditions supersede all previous issues.

# THE LAKES

RENTAL GUEST ESTATE REGULATIONS

# RENTAL GUEST ESTATE REGULATIONS

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## Definitions

### Coln Park

Coln Park LLP and/or Coln Park Estate Management Limited

### The Manager

Means Resort Estate Management Limited who are The Lakes Estate guest services provider and have been appointed as Property Manager by the property owner

### Resident/Owner

Means any owner of a Property at The Lakes

### Guest/Tenant

Means any short term rental guest at The Lakes

### Common Facilities

Those areas on the Estate which Coln Park designate from time to time for use by owners and occupiers

### The Lakes

The Estate together with all facilities provided for the benefit of the Estate from time to time whether or not those facilities are situated upon the Estate

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## 1. Health & Safety

**1.1** All occupiers must act in a responsible and sensible manner at all times whilst at the Lakes and have due regard to the health and safety of those around them taking particular notice of the need for diligence with regard to water safety at the Lakes.

**1.2** There are leisure facilities at The Lakes available for use from time to time. Use is at the user's own risk. Life vests are positioned in certain areas for use by occupiers but those using them do so at their own risk and neither Coln Park, The Manager nor the Company makes any warranty or representation as to their fitness for purpose or condition. Persons using them must return them to the area from which they were taken on the day of use. Any concerns as to the condition of equipment should be raised with The Manager who will consider raising it with Coln Park.

**1.3** The maximum vehicular speed limit of 5 MPH is to be strictly adhered to. Anyone caught driving in excess of the speed limit will be asked to leave the Estate. This is a strict policy as there are many children and pedestrians on the Estate.

**1.4** All drivers must keep off the verges and grass areas. The Manager reserves the right to raise charges against the Guest should they be found to have caused damage to verges and grass areas with their vehicles.

**1.5** All drivers of motorised vehicles at the Lakes must have suitable insurance.

**1.6** Drivers of all motorised vehicles at the Lakes must have an appropriate licence to demonstrate that they are competent to do so.

**1.7** Cycling at the Estate in place of using vehicles is encouraged. Those cycling are required to do so in a responsible manner and to do so at their own risk without any representation that the surfaces upon which they are cycling are suitable for that purpose.

**1.8** All are required to obey the hazard signs on the estate. They exist for everyone's safety.

**1.9** Nobody may enter construction areas.

**1.10** No firearms or air guns may be used at the Lakes.

**1.11** It is the responsibility of you to exercise appropriate caution when dealing with slippery surfaces at the Estate or during winter when dealing with ice or snow. If the surfaces of any roads are unsuitable at any time for driving the cars are to be left in the main parking areas at the entrance to the Estate until they can be driven safely to the Property. Neither Coln Park, The Manager nor the Company accepts any liability for keeping footpaths or roadways clear of snow and/or ice but may take steps to improve the condition thereof (without being deemed to hold out the safety of any surface to any person) in the event of adverse weather.

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## 2. Security & Access

**2.1** You must comply with the directions of Coln Park's security personnel and/or The Manager and the procedures for access to the Lakes in place from time to time.

**2.2** The Lakes are for the benefit of the Residents and their permitted guests. Coln Park retains the right to refuse admission to or remove from The Lakes any person who does not have legal right to be there or acts contrary to these Estate Regulations.

**2.3** You must operate the entrance gateway in accordance with Coln Park's and/or The Managers instructions.

**2.4** You must register all those staying at the Property with you at the time of booking with The Manager. Any additional "non-resident guests" must be registered with The Manager and/or with the Coln Park security office located at the Front Gate.

**2.5** You must ensure that when entering the Lakes and the Property You do so quietly so as not to cause any disturbance or annoyance to adjoining occupiers. Particular care must be taken between the hours of 10.00 pm and 8.00 am.

## RENTAL GUEST ESTATE REGULATIONS

**2.6** Sailing boats or other permitted property which is left in any designated area is left at the risk of the owner and Coln Park nor The Manager accept any responsibility for such items.

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### 3. Pets and Estate Animals

**3.1** There is an Estate Small Holding adjacent Bird Hide. Access is only allowed with parental supervision and in the presence of Coln Park Staff. Use and access is subject to the rules which will be given by Coln Park staff. Only Coln Park Staff may feed The Lakes Estate animals.

**3.2** Guests may only bring pets onto The Lakes estate with express approval from The Manager, Not all rental properties permit pets.

**3.3** There must be no fouling by animals to any part of the Lakes at any time and animal waste must be disposed of correctly.

**3.4** All animals must bear the contact details of their owners at all times.

**3.5** Every dog must be kept on its lead except where it reasonable to be off its lead and except in designated off-lead areas where the dog is well behaved. Dogs in the vicinity of the River Coln must be kept on their leads.

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### 4. Fishing

**4.1** Information regard fishing will be available from The Manager upon request. This will detail what fishing may be carried out where and when and whether a payment is required together with applicable regulations. All persons must check with The Manager before fishing in any lake or the River Coln unless the latest information on site confirms that fishing for that river, lake or part of lake is 'open'.

**4.2** All fishing will be subject to temporary or seasonal closure as may be required by any appropriate regulatory authority or Coln Park and/or The Manager.

**4.3** All fishing and equipment used must be carried out and operated in accordance with principles of ecological husbandry and codes of conduct adopted by Coln Park from time to time including (without limitation) those set out on the Environment Agency's website.

**4.4** No fishing may be carried out in any areas designated for swimming or other recreational use.

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### 5. Common Facilities & Other Available Facilities

**5.1** The following watercraft may be used only in those areas which may be designated from time to time: boardsailing, dinghy class sailing, rowing boats not exceeding the maximum length prescribed by Coln Park from time to time. No boat powered by an engine may be used. No watercraft may be used on any lake at those times dictated by statutory obligations. Water craft are available for hire from The Manager.

**5.2** Coln Park and/or The Manager have full discretion to manage opening hours and impose access restrictions for types of users at different times of day in relation to all Common Facilities and other facilities available at the Lakes.

**5.3** All use of Common Facilities and other facilities may be subject to temporary or seasonal closure as may be required by any appropriate regulatory authority or Coln Park.

**5.4** Only battery powered remote controlled boats may be used on those lakes or parts of lakes as may be designated by Coln Park.

**5.5** Bicycles may not be used on footpaths except where specified otherwise. Bicycles must not be used in a way which damages plants vegetation or animal habitats at the Lakes.

**5.6** Ball games must only take place in areas where it is safe to do so and away from moving vehicles. All games must be played in a considerate way to other uses of the relevant facilities and with respect to other Residents and their use of their respective Properties.

**5.7** Whilst the tennis courts are free to use, there is a booking system. Rackets and balls are available for Hire from The Manager.

**5.8** Camping at The Lakes is strictly forbidden.

**5.9** Barbecues are not permitted other than from the Property's terrace. No barbecues may be used at any time which damage the surface of any open area including (without limitation) grassed, landscaped and planted areas.

**5.10** The zip-wire must not be used by any person without the supervision of trained Coln Park staff.

**5.11** There are trampolines in a number of positions around the Lakes. These are for use by all but children must be supervised at all times.

**5.12** The Bird Hide and the fishing hut are open from dawn until dusk all year. The log fires in each may be lit by request to The Manager.



## 6. The Spa

**6.1** This section contains and refers to all the regulations relating to the use of the The Spa at The Lakes. Access and use is subject to compliance with the terms set out below. Regulation of this facility will also be affected by (but not limited to) health and safety policies and guidance from time to time. All users are required to comply with any notices relating thereto which may be displayed at the The Spa.

### 6.2 General

**6.2.1** An induction is mandatory before access to the spa building will be given. For the safety of you and your guests and the safety of other users it is essential that all spa users are fully aware of all the rules and regulations contained in the estate regulations as well as all information given during an induction.

**6.2.2** Access to The Spa is restricted and access fobs will be required each time a person uses the gym and spa areas. It is essential that anyone under the age of 16 is not given an adult key fob.

**6.2.3** Children under the age of 16 are not allowed into the pool area or gym without parent supervision for health and safety reasons.

**6.2.4** During the designated opening hours the electronic access fobs will provide access to the two secure areas of the building, namely the pool area and gym. There is a swipe box located at the entrances to these locations, to enter these areas the fob must be swiped across the sensor and the electronic door will open. For safety reasons the electronic system must register the entrance of the fob holder so swiping when entering is compulsory. Should The Spa have the Lakes team present, you will be required to sign in at the desk instead of using your fob.

**6.2.5** No pets are allowed into The Spa.

### 6.3 Opening Times

**6.3.1** The Swimming Pool area is available for use and should be booked in advance. Please note that these times of opening may fluctuate depending on usage and the time of year and according to appropriate management of the facilities available.

### 6.4 Other Facilities

**6.4.1** Children must be supervised at all times in the club room and particular care must be taken supervising them when the fire is on because the glass screen to the fire will be hot to touch when the fire is being operated.

**6.4.2** Both ladies and gentlemen's changing rooms are equipped with electronic lockers. The entrance fob also operates these lockers. Once belongings are inside the locker simply close the locker and push the button in using the key fob. This will sync the locker lock to the individual's key fob. To open just push the fob onto the locker again and the lock will open.

**6.4.3** Replacement fobs are available upon request and will be chargeable.

**6.4.4** All users will be required to bring their own towels. These may be provided in your accommodation. Check with The Manager for more information.

**6.4.5** Car parking is extremely limited at The Spa and encourage guests to walk or cycle. Bicycle parking is available.

### 6.5 Safety

In case of an emergency there is an emergency phone in the club room situated on the right as you walk in. Both security and the emergency services can be reached with this phone. There are alarm panels also present. If any alarms are activated the relevant area where assistance is required is indicated by these panels.

**6.5.1** In the event of a fire alarm, please evacuate the building and await instruction of The Spa staff before re-entering the building.

### 6.6 Main Pool

**6.6.1** Everybody must shower before entering the pool area using the showers at The Spa.

**6.6.2** The pool is 20m by 8m in size with an even depth of 1.2m. The swimming pool is NOT supervised by a life guard at any time so for health and safety reasons children under the age of 16 must not be allowed into the pool unattended.

**6.6.3** All infants who use the facilities must have the correct swimwear on.

**6.6.4** Please note the following additional pool rules:

- Always visibly wear your access fob;
- No Diving – this is due to the pool being a depth of 1.2m
- No Running in the pool area
- No eating or drinking in the pool area
- Please do not enter the pool area just after eating or when under the influence of alcohol
- Personal camera equipment is not permitted in the pool area
- No Smoking
- No Shouting

## RENTAL GUEST ESTATE REGULATIONS

- Appropriate swim wear must be worn buy all pool users
- No body oils or creams (suntan, baby oil, etc.) are permitted in the wet areas
- Do not under any circumstances open any of the outside doors to the pool area For any emergencies in the pool area there is a panic button located at the sauna and steam area. This is linked straight back to the Lakes Security system. Once pressed assistance will come as soon as possible
- Infants must wear waterproof nappies

### 6.7 Steam and Sauna

**6.7.1** The steam and sauna are both set using an automatic thermostat at an ambient temperature.

**6.7.2** There are infrared sensors situated in the pool area. These will pick up when you enter and boost the sauna and steam up to the required temperature.

**6.7.3** Please note this process with take about 15 minutes so these rooms will not immediately be at the required temperature.

**6.7.4** There is a panic button located between the steam and sauna. If you require assistance please push the button.

**6.7.5** Please note the following additional steam and sauna rules:

- As a general guide please do not use the steam or sauna for longer than 20 minutes every one 1 hour. This is for your own health and taken from recognised guidelines for steam and sauna use.
- Please do not use the water from the pool in the sauna
- Please do not touch the sauna stove
- Please do not use anything other than the ladle provided to pour water onto the stove
- Please do not use the sauna or steam room directly after eating or under the influence of alcohol
- Please shower before and after using the steam room and sauna
- Please consult your GP if you are unsure as to whether you should use the facilities

### 6.8 Gym

**6.8.1** All equipment must be wiped down using the towels provided after each use.

**6.8.2** If you have any questions about the equipment or find anything that is damaged the user must let a member of staff know.

**6.8.3** Please note the following additional gym rules:

- No food allowed in the gym at any time
- You may not enter the gym unless you have been inducted by a member of staff
- Do not drop the free weights
- Cover mats and benches with the towels provided when working out
- Wear correct gym clothing and non marking trainers
- Return all equipment to its correct place after use
- Please refrain from indulging in any noisy activities that may distract other gym users
- Please do not use the gym when under the influence of alcohol
- Please do seek medical advice before using this equipment if you have any medical conditions

### 6.9 The Outside Area

**6.9.1** The Spa Garden is the area next to the studio and treatment rooms. This a designated Spa area where treatments take place and the use of the garden and equipment must be booked with The Spa team.

**6.9.2** Children under the age of 16 must supervised by adults at all times in The Spa Garden.

**6.9.3** Next to The Spa and Elsa's Tipi is the children's play area. Children must be supervised when they are using the equipment in the play area.

**6.9.4** Please note the following additional rules for this area:

- The play area if for children under the age of 16
- Do not take Food or Drink into the play area
- Do not take balls or other items in the play area
- Do not take flammable items into the play area
- Try to avoid clothes with loose cords
- Do not climb the trees
- Do not take sharp objects into the play area
- Avoid playing if you're feeling unwell

**6.9.5** The following additional rules apply to the use of the Tunnel Slide:

- There must only be one person using the slide at a time
- You should be sitting down with your legs in front of you and your hands across your chest
- You must not go down the slide head first either on your front or back
- Parents must not have their children on their laps while using the slide

## RENTAL GUEST ESTATE REGULATIONS

- You must wait for the person in front of you to exit the slide before having your turn
- Do not try to stop yourself in the slide
- Do not try to climb up or on the slide
- Do not play near the bottom of the slide

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### 7. Water & Waste

**7.1** Guests are reminded that the foul sewer system is a bio-facility and that no dirt, rubbish, rags, sanitary material, plastics, latex (or similar), refuse or the like may be disposed into sinks, showers lavatories cisterns waste or soil pipes of the Property. Cooking fat and oil must not be discarded down drains, it must be left to cool and placed in a sealed container within the household waste.

**7.2** Details of managing household refuse will be provided in the rental property. Only household waste and recycling only be placed within the bin stores provided for the Property (other than general purpose litter bins) and must not be left on any open area. Recycling facilities, where available, must be used in accordance with instructions issued The Manager.

**7.3** The Lakes is aiming to reduce its waste production and as a result ask guests to be mindful of their waste production and recycle where they can.

**7.4** As a sensitive environmental area, littering of any kind is not permitted. Anyone caught littering will be asked to leave the estate and forfeit any pre-paid accommodation costs.

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### 8. Revocation

Any consent or approval given by Coln Park and/or The Manager or its managing agents (if any) under these restrictions and stipulations shall be revocable at any time.

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### 9. Privacy

**9.1** You and your guests must respect the privacy of all neighbouring properties surrounding these beautiful lakes at all times.

**9.2** Please do not approach any other home by foot (other than your rented property). Additionally, when on the open water please keep a minimum 30 metres distance from the neighbouring houses' balconies.

**9.3** Please only launch any kayaks from immediately outside the Property if permitted.

**10.** You are not permitted to take any photograph of other units whether occupied or unoccupied (any such photograph is hereby deemed to be confidential and private) whilst any individual is on the estate (which is acknowledged by the guest as being a private estate) and not to disclose or allow to be disclosed such photograph to any third parties and not to make use of any such photograph or any other material or information arising from such competence.

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### 11. Noise & Music

**11.1** No amplified music may be played on the property decking at any time.

**11.2** In the interest of all visitors enjoying this relaxing environment may we remind you that noise and light pollution travels across the water to neighbouring properties where there may be residents, guests, small children and elderly residents retiring.

**11.3** All persons must ensure that when entering the Estate and the Property they do so quietly so as not to cause any disturbance or annoyance to adjoining occupiers.

**11.4** When relaxing on the decking and balconies, we would request that you retire indoors after 10.30 pm and keep the noise to an absolute minimum.

**11.5** Particular care must be taken between the hours of 10.30 pm and 8.00 am and consideration should be given to your fellow neighbours. If security or another member of Lakes staff receive complaints due to noise pollution it will be considered a breach of the terms of Your Rental Agreement.

**11.6** Be aware that the areas around other houses are private, do not walk around houses, or borrow/use equipment belonging to other properties.

**11.7** Parties of any kind are not permitted including hen or stag parties.

**11.8** Fireworks or pyrotechnics are not permitted at any time.

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### 12. Cars and Vehicles on the Estate

**12.1** All guests must provide number plate details of all cars/vehicles to The Manager prior to arrival at The Lakes estate.

## RENTAL GUEST ESTATE REGULATIONS

**12.2** Due to the restricted access to rental properties, only cars will be permitted access to the estate. Should your group be travelling by bus or coach, please speak with The Manager to make arrangements prior to arrival.

### 12.3 Cabins and Apartments

The Property will have one parking space adjacent to the Property. Upon no circumstances is more than one car permitted to be parked in this location. Should you require more parking on the Estate please park at the designated overflow parking area. The Manager will be able to assist with parking information. All parking bays are sign posted with your accommodation name. Please do not park your vehicle in any other area. Bicycles are recommended to be used around the Estate.

### 12.4 Rental Houses

The Property will have two parking space adjacent to the Property. Upon no circumstances are more than two cars permitted to be parked in this location. Should you require more parking on the Estate please park at the designated overflow parking areas. The Manager will be able to assist with parking information. Please do not park your vehicle in any other area. Bicycles are recommended to be used around the Estate.

**12.5** Public electric car charging is available in the designated parking bays at The Spa. Other electric car chargers found around the estate have been installed by property owners and are private. These charging points are not be used under any circumstances.

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## 13. Swimming & Lakes

**13.1** Swimming is permitted in the Lake between April 1<sup>st</sup> and September 30<sup>th</sup> – however, only during daylight hours and appropriate swimming attire is required.

**13.2** Please do not swim within 30 metres of neighbouring properties.

**13.3** You should equip all in need with a life jacket. Please ensure all children are supervised at all times.

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## 14. Security

**14.1** The Estate Security is for the benefit of the Residents and guests. The Estate retains the right to refuse admission to or remove from the Estate any person who does not have legal right to be there or acts contrary to these Estate Regulations.

**14.2** Residents, guests and visitors must operate the entrance gateway in accordance with Estate instructions.

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## 15. Wildlife

Please do not feed any wild animals or wildfowl.

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## 16. Large Groups & Accommodation Occupancy

The Lakes by YOO does not allow large groups in one rental home. Maximum house occupancy levels are listed on the website and can be clarified with The Manager at the time of reservation. If guests are found to break accommodation occupancy limits, they will forfeit their Rental Agreement and be asked to leave the estate.

You are bound by the Booking Terms & Conditions and Estate Regulations when signing this document.

*Sign Here—*

*Full Name —*

*Date —*