

THE LAKES

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

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.

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.

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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.

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.

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.

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

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- 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

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- 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

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.

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.

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.

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.

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.

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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.

13. Swimming & Lakes

13.1 Swimming is permitted in the Lake between April 1st and October 30th – 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.

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.

15. Wildlife

Please do not feed any wild animals or wildfowl.

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.

17. Booking Terms and Conditions

You are bound by the booking terms and conditions when signing the Rental Guest Estate Regulations. Please refer to the supporting booking terms and conditions for more information.

Sign Here—

Full Name —

Date —