

The Spring House Group
CODE OF CONDUCT



Please do not –

- Run inside the buildings
- Wash clothes or boots in your rooms. A laundry service is available on request
- Swap rooms with other guests without prior permission from the centre owner/manager
- Move furniture in your room
- Bring food into your room for storage or consumption. If you wish to store food for day trips or your onward journey do not hesitate to ask centre staff that can arrange storage and refrigeration if required
- Store flammable materials in your room e.g. camping gas or stoves. These must be handed to centre staff for safe storage away from the accommodation block
- Use mains operated personal electrical appliances in your rooms without permission from centre staff. This excludes electric shavers and hairdryers.
- Make excessive noise while in your rooms. Be aware that other guests may be trying to sleep or rest at anytime through the day

Please –

- Leave wet clothes in the designated drying areas
 - Take off your boots/shoes before entering your room
 - Ensure all valuables are handed to the centre owner/manager on arrival so they can be secured in the centre's safe
 - Ensure your room is clean and tidy at all times to allow cleaning staff easy access
 - Report all accidents immediately to a member of centre staff.
1. Any damage to rooms caused by negligence on the part of the guest will be subject to a £50 charge plus any additional charges that may be required to rectify the situation.
 2. Any misuse of fire fighting equipment and alarms will be subject to a £100 fine and ejection from the centre with no refund of any amounts paid previous.
 3. Vehicles are parked in the centre car park at owners risk.
 4. Please be aware that the centre is a working farm and machinery and livestock may be moving around the yards and buildings at any time of day or night.
 5. Anyone climbing on horse foodstuffs and in particular the haylage big bales will be liable to pay the cost in full, please note these are very expensive so be advised to adhere strictly to the rules.
 6. Visitors are only permitted in the rooms or centre buildings with prior permission from the centre owner/manager. Parents may not enter children's accommodation after 6pm on the Monday of arrival.

If for any reason you wish to complain please speak to the centre owner/manager by appointment. If the matter is urgent contact a member of centre staff who will assist you with this matter. To complain in writing use the following postal address – The Spring House Group, Spring House Farm, Burn Bridge, Harrogate, HG3 1PW.

The Spring House Group accepts no responsibility for loss or theft of personal items from rooms. Storage of valuable items in the centre's safe is free upon request. Any instances of theft or suspected attempted theft will be reported to the police immediately. The Spring House Group has a policy of prosecuting any offenders over this matter.

I have read and fully understood the rules and regulations stated above.

Signature: _____ Name: _____ Date: _____