

THE SAFETY GUIDE

To ensure that you have an enjoyable and safe holiday it is important that you read and familiarise yourself with the following safety advice. Whilst we make every effort to ensure the safety of our guests, please remember that you remain responsible for the safety of yourself and others in your party, especially children.

EMERGENCIES

- In An Emergency, please dial 999 from your mobile giving the resort name, postcode and your lodge number. Cameron House postcode is G83 8QZ and Cameron Club postcode is G83 8RE.
- We also recommend making use of the What3Words app which will provide you with 3 words relating to your exact location. This can enable the emergency services to find your location quicker and easier.
- After you have called the emergency services, please inform Owner & Guest Services on 01389 727681 or 01389 722508 after 6.00pm Monday – Thursday or 8:00pm Friday – Sunday. This will assist us and prevent any delay to the emergency services entering the resort.
- Should you require medical services the number for NHS 24 is 111.

FIRE ACTION

Upon arrival, please familiarise yourself with emergency procedures for dealing with fire. Notices are present in all lodges and apartments. Please make sure that you and your whole family are aware of the escape routes.

Smoke detectors are provided for your safety and must not be disabled. Please report to Owner & Guest Services if the detector is faulty.

If you discover a fire:

- Raise the alarm and phone 999 from your mobile.
- If safe to do so tackle the fire with the extinguisher provided. Do not put yourself at risk.
- Evacuate the property.
- Do not stop to collect belongings.
- If you are able to do so, contact Owner & Guest Services on 01389 727681 or ext. 7421 or 01389 312210 after 8:00pm.
- Do not return to the building unless authorized to do so.

PUBLIC BUILDINGS

Staff in all public buildings receive regular training in fire evacuation and will supervise any evacuation should the fire alarm sound. Designated assembly areas are provided outside all buildings.

Rest assured if you are separated from other members of your party at the time of the alarm, they will have been evacuated to an alternative location. We will do our best to reunite you as soon as possible. We advise parties that have been separated to have agreed a rendezvous point, for example, to return to your lodge.

Children's play areas in particular, receive immediate attention when a fire alarm sounds, and the evacuation and assembly points are closely supervised.

Parents separated from their children should make their way to the assembly point assigned to the children's play area as soon as it is safe to do so. Alternatively, in the case of a false alarm, please return to the play area to collect your child.

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SAFETY CHECKS

All lodges and apartments receive regular safety inspections by appropriately qualified engineers to ensure that the electrical installations and electrical appliances are in working order. Should you have any concerns regarding the safety of any item of equipment please contact Owner & Guest Services on 01389 727681 or ext. 7421.

CHILD SAFETY EQUIPMENT

Child gates are fitted as standard in all two-story lodges. They are checked regularly to ensure that they are in good working order. Should you have any concerns please call Owner & Guest Services immediately on 01389 727681 or ext. 7421. You may use your own child safety equipment such as gates and cupboard locks so long as they do not mark or damage the structure of the accommodation.

LOST MEDICATION

If you lose any medication while on the resort, please contact Owner & Guest Services on 01389 727681 or ext. 7421. This will allow us to assist in locating the lost medication.

CLINICAL WASTE

Should any of your party require access to clinical waste disposal facilities, please contact Owner & Guest Services on 01389 727681 or ext. 7421 who will arrange to supply the appropriate bag or sharps bin. Please do not dispose of clinical waste in the normal refuse. As a commercial enterprise, Cameron Lodges is not permitted to dispose of clinical waste with normal waste.

KITCHEN SAFETY

Just as you would in your own home, please exercise care to prevent kitchen mishaps. Instructions for operating the electrical appliances in your lodge/apartment can be found within this folder. Please take care to always follow these.

- Please keep young children out of the kitchen.
- Please take care when filling the electrical kettle and ensure that it is disconnected from the electrical supply when you do so.
- Please be aware that oven doors can become extremely hot.

SECURITY

For your safety, our staff patrol from time to time, but it is impractical to guarantee the security of your lodge or apartment. Your personal belongings are your responsibility during your stay. Do not leave them unattended on unsecured.

- Always lock your car, accommodation or cycles with all valuables removed.
- Close and secure all doors and windows.
- If you lose your lodge or apartment keys, please contact Owner & Guest Services immediately on 01389 727681 or ext. 7421.
- We recommend that all bicycles are locked when not in use.

DANGEROUS ITEMS

You may not bring fireworks, including sparklers, shotguns, air weapons, archery equipment, illegal substances, or similar items onto the resort, under any circumstances.

AROUND THE RESORT

LYME DISEASE AND TICKS

Ticks are tiny, spider like creatures found naturally in grass and woodland areas throughout Britain. Lyme Disease is an illness caused by the 'bite' from an infected tick. Not all ticks carry the disease, and the UK is a low-risk country for this infection. If you are walking in grassy or woodland areas, you can take some simple precautions.

- Keep yourself covered up.
- Keep any shirt or t-shirt tucked in.
- Wear long sleeves
- Tuck trousers into your socks, if possible.
- Wear shoes or training shoes rather than sandals.

The use of repellent containing DEET will help deter ticks and they are easier to see on light colored clothes. Check yourself and your children for ticks after every outing.

In the unlikely event that you find a tick on your skin and are unsure how to remove it safely, please contact NHS24 or a local pharmacy. Please contact your GP as soon as possible if you have returned home. Symptoms of Lyme Disease usually start between one week and one month after the tick has attached itself to the skin and begins with a rash around the site. This may be accompanied by flu-like symptoms. The illness can be treated with antibiotics and full recovery is normal.

ANIMALS AND PLANT LIFE

Please be cautious when approaching animals or birds as they may bite.

Please do not feed the squirrels, geese or pheasants. Do not touch any mushrooms, toadstools or berries, as they may be poisonous.

SNAKES

Snakes, including Adders, are amongst the varied wildlife to be found on the resort. Adders are poisonous but will only bite when disturbed. Do not under any circumstances approach them. Contact Owner & Guest Services on 01389 727681 or ext. 7421 and they will arrange to have the snake removed and released in a safer area of the resort. If a snake bites you, obtain First Aid immediately. All snakes are legally protected and cannot be harmed.

AROUND THE RESORT

DRIVING SAFELY AROUND THE RESORT

- Keep to the speed limit.
- A strict 10mph limit is imposed on all resort roadways.
- Please be aware of pedestrians and cyclists, especially young children.
- Take care when parking your vehicle. Always use designated areas and remember you have two car parking spaces per lodge (one for our one bedroom properties). Please do not park in adjacent lodge parking spaces.
- Sleepers, boulders, logs, and posts are placed throughout the resort to prevent roadside damage and parking in inappropriate areas. No liability is accepted for damage caused by these markers.
- Motorized scooters are treated as vehicles and as such must obey all vehicle restrictions.

WALKING

Whilst every reasonable effort is made to maintain pathways, please be aware that these can become weathered. Do not step on roadside logs as these are very slippery when wet. Always wear appropriate footwear while walking around the resort.

The lighting levels around the resort have been designed not to compromise the rural environment and comply with National Park planning regulations. A torch is provided in your lodge and may be useful in the evenings.

Whilst we make every effort to maintain the external lighting, you may be the first person to discover a light failure. If so, please contact Owner & Guest Services on 01389 727681 or ext. 7421. Please do not walk on frozen lochs, ponds or waterways.

WINTER ROADS AND PATHS

During winter months, paths and roads around the resort can be extremely icy and slippery. The grounds department will monitor this and regularly salt all lodge and apartment paths and roads but please be extra vigilant to help avoid slips and falls.

ENVIRONMENTAL AND RECYCLING POLICY

Cameron House resort is located within the Loch Lomond & The Trossachs National Park environment. We acknowledge the need to protect and preserve the environment and are committed to operating in a manner that is consistent with sustainable activities. We are committed to minimising environmental impact from our operations and activities and will endeavor to ensure procedures are implemented to support this.

We are committed to this by implementing the following:

- Recognise the minimum acceptable level of environmental performance that is laid down by legislation.
- Endeavour to integrate and achieve at the least, and where practicable exceed, requirements required of relevant legislation.
- Acknowledge a responsibility and commitment to the protection of the environment at all levels.
- Promote general awareness of the environment and recycling policy to all staff and resort users and provide environmental training to appropriate staff.
- Maintain and develop the resort landscape and buildings in a sympathetic and sustainable manner with policies and guidelines of local, regional, and national environmental agencies.
- Implement sustainable waste management strategies to reduce waste and promote the recycling of waste.
- Provide facilities for recycling of waste on the resort and promote their use.
- Endeavour to reuse and recycle materials where practicable, or ensure that the correct disposal arrangements are implemented.
- Optimise the consumption of energy and fuels used in sustaining the resort through efficiencies, practices and environmentally responsible procurement.
- Adopt the Scottish Government's advice to: Zero Waste Scotland.
- Build in efficiencies to our support services' working environment with the overall aim of reducing our carbon footprint.

WATER SAFETY

ESSENTIAL WATER SAFETY ADVICE

People can get into difficulty even in shallow water. Never go into the water alone and always keep a close eye on friends and family, particularly young children.

The water in lochs can change depth suddenly and unexpectedly, sometimes very close to shore with steep drops. It is best to stick to places you already know or find out as much as you can about an area before you get in the water.

Always stay within your own capabilities and check the depth by walking in carefully – if you can't swim or are not an experienced swimmer then don't paddle far from the shore as water depth can change suddenly.

Even on a hot day the water is still very cold, cold water shock can be life threatening even for experienced swimmers. It can set in quickly and rapidly lead to hypothermia. Enter water slowly so you have time to get used to it.

Avoid blue-green algae during the summer months.

Stay sober – alcohol and water don't mix well. Alcohol and drugs can have an impact on your swimming ability, body temperature and judgement.

Avoid jumping or diving straight into the water. As well as the shock of the cold water there is a risk of unseen hazards under the water.

If you do get into trouble in the water, float on your back and try not to panic. Follow the RNLI's 'Float to Live' advice. Lean back, using your arms and legs to stay afloat. Control your breathing, then call for help or swim to safety.

Always take a few minutes to check on site for any signs warning you of dangers in that area and public rescue equipment (PRE).

Make sure you know where you are and have a note of your location in case you need to tell the emergency services.

To help you locate exactly where you are, the What3Words app generates a unique combination of three words to describe every 3 square metres across the world. Download the app and use it to provide you with a three word reference for where you are which can be passed to the emergency services to help

them locate you quickly and easily (for example, Duncan Mills Slipway = galaxy, rooting, amphibian)

On Loch Lomond we are very fortunate to have a volunteer operated rescue boat. Always know where you are so help can get to you as quickly as possible should you need it.

In an emergency call 999, ask for Police and provide the exact location of the emergency.

BLUE-GREEN ALGAE

Blue-green algae can produce toxins that can kill dogs and other animals. In humans it can cause rashes after skin contact and illness if swallowed. If there is a bloom of blue-green algae in the area details will be made available online via the Lomond and Trossachs Park Authority website and their social media. It is usually a problem only in warmer months with blooms making the water green, blue-green or greenish brown in colour and can also cause foaming on the shoreline. If you are planning on going in the water, we recommend you check there have been no recent issues with blue-green algae before going ahead with your activities.

YOUR GUIDE TO CAMERON HOUSE RESORT

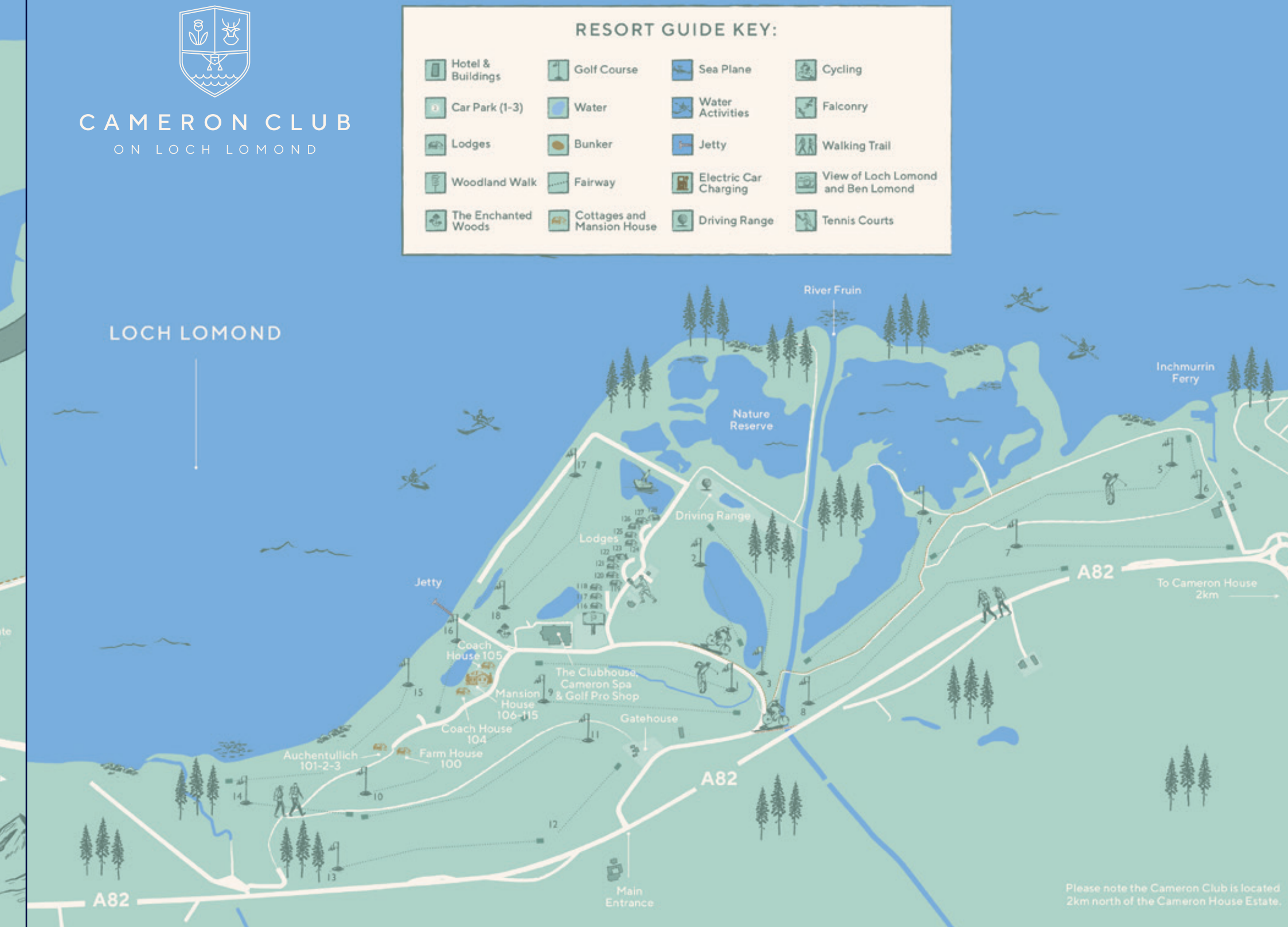
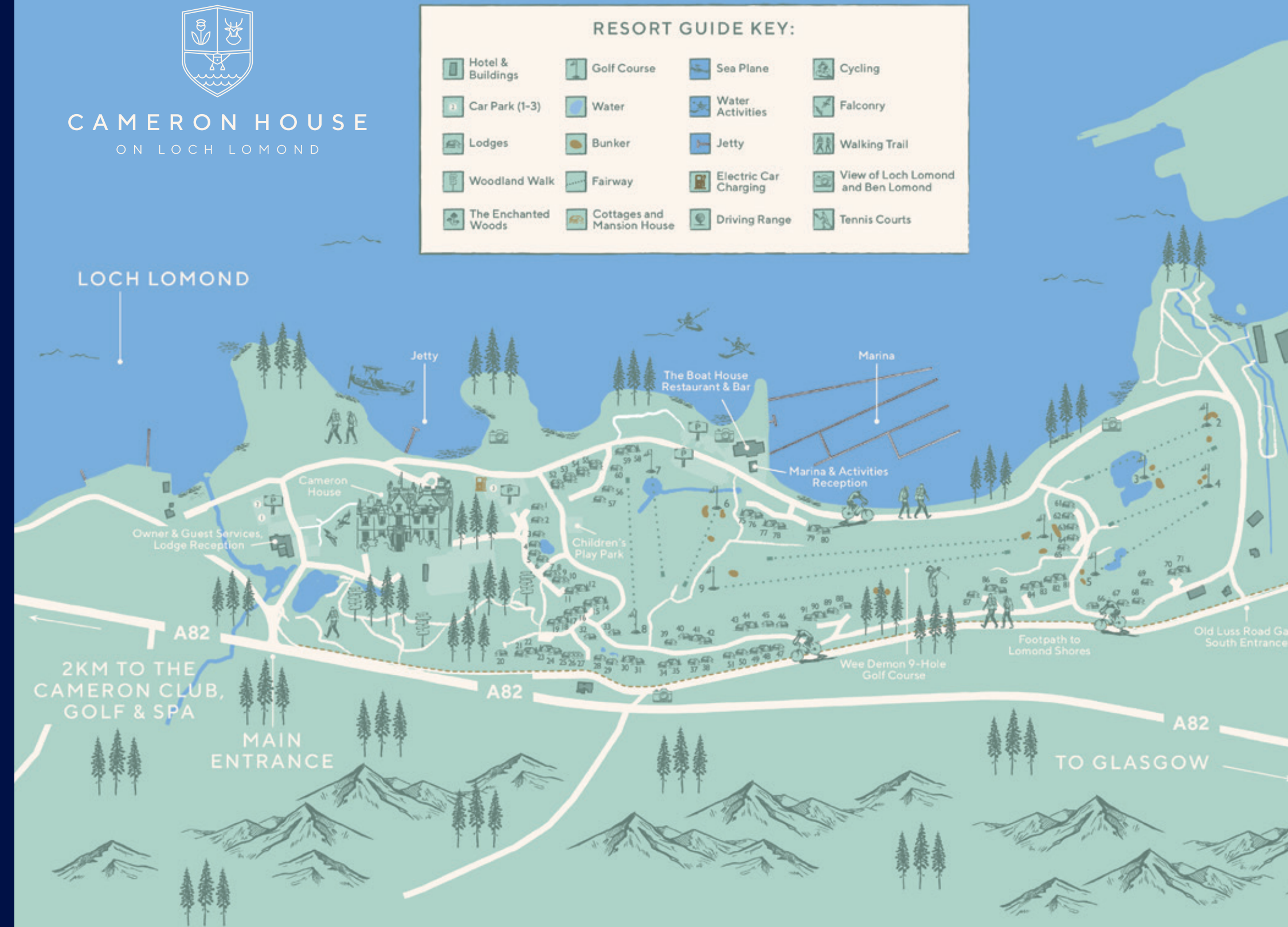
DISCOVER OUR RESTAURANTS, PLACES OF INTEREST AND ACTIVITIES AT CAMERON HOUSE, AS WELL AS THE SPA AND THE CARRICK GOLF COURSE WHICH CAN BE ACCESSED WITH OUR CONCIERGE SHUTTLE SERVICE



FOR MORE INFORMATION PLEASE CONTACT OUR RESORT DESK ON EXT 8910

Loch Lomond | West Dunbartonshire | Scotland | G83 8QZ
T +44 (0)1389 310 777 | E reservations@cameronhouse.co.uk

www.cameronhouse.co.uk



Please note the Cameron Club is located 2km north of the Cameron House Estate.