



**bluestone**  
*national park resort*

Guest  
Directory

Updated 20th July 2020



# Welcome to Bluestone



Dear Guest,

Thank you for choosing to stay at Bluestone National Park Resort, where we are committed to delivering a memorable experience each time you visit.

The purpose of this directory is to provide you with all the information you need to make the most of your break with us.

Use this directory in conjunction with our friendly Guest Services Team, who are here to help you with all aspects of your stay. The Guest Services Team operates the Reception desks in the Village and Blue Lagoon.

We would like you to discover Bluestone and experience everything it has to offer - from the tranquil Well Spa Retreat, to the exhilarating Steep Ravine - or discover your inner child in the fun-filled Blue Lagoon Water Park. Our activities are designed for you to enjoy a unique experience outdoors and indoors, so whether you're an adventurer, an explorer, or simply want to relax and unwind, Bluestone is unique. We really hope you enjoy your stay with us and come back to visit us again soon!

Best Wishes

*Guest Services  
Team*

**A-Z**

*of Village  
Information*



A-Z OF VILLAGE INFORMATION



## **Activities**

There are many activities available; choosing which ones to do is the hardest part. Full details of activities and how to book are available at the Booking Office which is located in the Bluestone Village next to the shop. Most activities are subject to a charge and all are subject to availability. Please see your map for the location of Village Central. Our outdoor Treehouse play park is located on the village green.

## **Allergies and Special Dietary Requirements**

If a member of your party suffers from a particular allergy and you believe that we may be able to carry out actions that help reduce the risk of exposure, please contact Guest Services at or the Booking Office on arrival to discuss further.

We regret that we cannot guarantee that any of our standard menu items are free from nuts or nut products.

## **Appliances**

Appliance instruction manuals are available in cutlery drawers within the accommodation, detailed below with additional copies and assistance available at Village Central.

### **Appliances - Microwave**

To operate your microwave oven:

- Select power level (eg, High, Defrost, Medium, Low).
- Set a cooking time. For example: to cook for 1 minute, press the 1 minute pad once, or turn the knob to desired cooking time.
- Press Start.

The microwave will not operate if the child lock is on. To de-activate the child lock (if Lock/Child/Demo is showing on the display), press Stop/Cancel three times. To re-activate the lock, press the Start pad three times.

### **Appliances - Halogen Hob**

To turn the hob on or off, press the touch-sensitive ON/OFF pad for at least 2 seconds. Then, use + or - to set the desired temperature for the selected hob ring.

If your hob has a key symbol, the child lock is de-activated by holding the key symbol for 4 seconds. The lock is re-activated the same way.

If your hob does not have a key symbol, hob rings are activated by pressing the centre pad and then the relevant + button. If the hob is not used for approximately 20 seconds, it will turn itself off. The letter 'H' will be displayed to alert you when a hob is still hot.

## Appliances - Dishwasher

Select the desired cycle (we recommend the eco/quickwash or dishes symbol), place a dishwasher tablet in the door slot inside the dishwasher, press start and close door. When the cycle is complete, the dishwasher will beep. Please note that we recommend using the 3 in 1 dishwasher tablet which combines the rinse aid and the salt.

## Appliances - Oven

The oven function selector knob should be used to select the particular function you require. Once selected, the power indicator light will illuminate. The temperature selector knob should be used to select desired temperature, between 50 and 250°C.

If the time display is flashing, pressing M button for 5 seconds which will disarm the lock function.

Please do not place hot or cold items on the pull-down oven door, as doing so may cause the glass to shatter.

## Cooking Functions



### Oven light

To turn on the light in the cooking chamber.



### Fan & lower element

This type of cooking is particularly delicate and slow. It is suitable for delicate dishes or for reheating pre-cooked foods. Also suitable for baking and for cooking foods that require heat to be concentrated from the bottom of the chamber.



### Traditional Cooking

Traditional cooking method: using the lower and upper heating elements, it is suitable for the preparation of any dish and is highly suitable for cooking fatty meats. Be sure to warm up the oven before inserting food.



### Traditional Cooking With Fan

Select desired temperature, keeping the door closed. This function is ideal for bread, focaccia and lasagne. The oven does not require any warm up (except for pizza and focaccia). Invert the position of the dishes in the oven a few minutes prior to the end of the cooking time.



### Centre Grill

Heat is directed onto the food from the top towards the bottom. Select a desired temperature, keeping the door closed. Recommended for grilling small quantities of food (toast, hot sandwiches, etc).



### **Full Grill**

This cooking method is for normal static grilling using the top elements, which directs heat downwards onto the food. Suitable for grilling medium to large portions of sausage, bacon, steaks and fish.



### **Full Grill With Fan**

Heat is directed onto the dishes from the upper heating elements towards the bottom. The action of the fan, combined with the action of the grill, allows for quick, thorough cooking of special foods. This cycle is ideal for browning and sealing juices and flavour in foods, for example, steak, hamburgers, vegetables, etc. Select a desired temperature, keeping the door closed. It is advisable to heat the oven for a few minutes before putting food in it.



### **Multifunctional**

This type of cooking allows even heat distribution to all parts of the oven. It is possible to cook two different types of food (e.g. meat and fish) regarding their different cooking times. It is necessary to warm up the oven before introducing the food.



### **Defrosting**

The fan motor comes on, but there is no heat. The oven door should be kept in the closed position. Recommended for defrosting frozen foods in general. This will cut down defrosting time by about one third of the normal time.

## **Baby Changing Facilities**

These are available at variable locations across the Bluestone Resort. Please enquire at the Booking Office for details.

## **Babysitting**

Our professional babysitting service operates every evening (subject to availability of babysitters and at an additional charge). If you have more than four children under four years old, you will require more than one babysitter. We also run crèche and unaccompanied sessions during the day; please visit the Booking Office for more details.

## **Behaviour**

Please be mindful of your neighbours. Behaviour should not be excessive, noisy or disruptive, especially at night. Offensive or illegal behaviour will not be tolerated and may result in the police being involved.

We may ask you and/ or any member of your party to leave immediately if your conduct results in police



attendance or is considered by us to be inappropriate; likely to cause harm; or impair the enjoyment, comfort or safety of anyone else.

No refunds or compensation will be given in these circumstances and we reserve the right not to accept any future bookings from you or any member of your party.

Please pay particular attention when leaving the Tafarn in the evening, as there will be people sleeping close by. We thank you in advance for your co-operation.

### **Booking Points**

You can make Activity, Spa and Restaurant bookings from the Booking Office and from the Serendome's Giftorium. Spa bookings can also be made directly at The Well Spa Retreat's reception. The contact numbers are as follows if it is more convenient for you to book over the telephone:

- Booking Office 01834 869900 ext 568/506
- The Well Spa 01834 869900 ext 582/451

### **Bookings (Restaurants)**

All deposits for restaurants are non-refundable.

### **Breakdown Service**

Should your car break down during your stay, please visit Guest Services who can provide you with details of a nearby garage. Please go to the last page for contact details. Alternatively you can seek assistance 24 hours a day from the Arrivals/Security lodge.

### **Bluestone Cancellation Policy**

The below cancellation policy applies to the booking of all Activities, Spa treatments and Restaurant bookings.

An activity booking or spa treatment is non-refundable unless the booking is re-sold.

With sufficient notice (a minimum of 24 hours for activities and 48 hours for spa) we will endeavour to transfer the booking to another date or time.

If Bluestone takes the decision to withdraw an Activity or Spa treatment we will refund the total cost of the booking.

Please note a valid receipt as proof of purchase must be provided in order for a refund to be processed.

### **Chemists**

Our Guest Services Team will be pleased to provide information should the need arise. A range of medicines for common ailments is available to purchase from Newton Stores.

### **Child Protection**

It is our policy to investigate any incident or allegation of concern, or assist any proper enquiries about a child in our care or staying at Bluestone and to refer the matter to an appropriate external organisation should we, in our sole discretion, deem it necessary.

### **Complaints**

Any assistance you require or any concerns you may have should be brought to our attention immediately, either to a member of staff or to Guest Services and we can arrange a visit by our Resort Manager to help with any concerns that you raise. If you are in difficulty, we aim to respond promptly, so that you can continue to enjoy your break. If you are dining in any of our restaurants please ask to speak to the manager on duty who will resolve any issues you have immediately.

Please note that we are not responsible for any matter of which you were aware, and which you did not bring to our attention during your break.

Any reported matter which has not been resolved during your break should be advised in writing to Guest Services, Bluestone Resorts Ltd, Canaston Woods, Narberth, Pembrokeshire, SA67 8DE, or email: [guestrelations@bluestonewales.com](mailto:guestrelations@bluestonewales.com) within 28 days of the end of your break. In such cases, we will only correspond with the person named on the booking. We will not enter into further correspondence on any matter resolved during your break and accepted as such by you.

### **Children's Supervision and Parental Responsibility**

Unless your child has been booked onto a specific activity which does not require an adult to be present, they are your responsibility. Children must be accompanied by an adult and remain your responsibility. This is particularly important in all children's play areas, in licensed areas, close to the lake or streams and whilst cycling. Children between the ages of 8 and 12 will require an adult to remain in the building.

### **Departure**

Please vacate your accommodation by 10am on the morning of your departure. Don't forget you are welcome to spend the day with us on your departure day until 3pm, however, please ensure your car is returned to the long-stay car park. Please deposit your

lodge keys and car hanger in the wooden box next to the exit barrier. Should you need to leave Bluestone early for any reason, please inform Guest Services or Security prior to departure. Room charge facilities are only available until 5am on departure day.

### **Disabled Access**

Guests with a blue badge are able to leave their car on Resort, in the designated parking areas. Please visit Security at the Arrivals Lodge to obtain a Bluestone Disabled Parking Pass. Golf buggies are available to hire\*, also we have a complimentary Guest transport service to assist with travel around Bluestone.

\*Conditions apply.

### **Disability and Special Requirements**

We welcome guests with restricted mobility, a disability, medical or particular care requirements. We aim to ensure that our services are accessible as reasonably possible. Should you have any questions, or are experiencing any difficulties, please visit our Booking Office, who will be happy to discuss with you.

### **Dogs**

Bluestone operates a no pet policy including dogs. This is with the exception of Guide Dogs.

### **Doctor/ Dentist**

Our Booking Office who will be pleased to provide information should the need arise, or see Contact Information at the back of this guide.

### **Emergencies**

Please refer to the 'Contact Information' section at the back of this guide. There is an out of hours emergency telephone located outside Ty Coffi or at Pentre Ifan.

### **Environment**

Please note and remember that Bluestone is in a woodland setting that is the natural habitat of a variety of native creatures such as snakes, insects, spiders rodents and ticks. You should take note of any information and guidance provided in any further literature.

Please keep to prepared roads, paths and tracks at all times and treat the property and facilities carefully and appropriately.

### **Fault Reporting**

Please report any faults to our Guest Services Team or out of office hours at the Arrivals / Security lodge.

## **First Aid**

First Aid kits and trained First Aiders are available in all Bluestone facilities. In the Village, please visit the Booking Office. Elsewhere at Bluestone, please visit the Arrivals Lodge, Serendome, Blue Lagoon or the Well Spa Retreat. All our Security Team are First Aid trained. If you need to visit a GP whilst you are with us, please contact the Booking Office, Guest Services or the Arrivals Lodge, where you can obtain a contact number for a local surgery, or refer to the Contact Information section within this guide.

## **First Time Visitor?**

Please refer to this guest directory , your arrivals information pack and your TV for a wealth of information about things to do, where to eat out and a guide to shopping. If you have any further questions our team at the Booking Office who will be happy to help.

## **Guest Services**

We are open daily. Please refer to your Arrivals information pack for our opening hours. We are located at the Booking Office, Guest Services and Blue Lagoon Reception Desks.

The Guest Services Team Members are here to help you, so if there's anything you need or if you have any questions, just come along or give us a call and we will do our best to assist you.

Services and Facilities include:

- Booking of Activities
- Planning your stay
- Booking your next break
- Hairdryers, irons and children's equipment (cots, highchairs and bed guards)
- Extra Towels
- Maid Service
- Laundry Services
- Fault Reporting
- Queries/Issues

## **Guest Transport**

There is a courtesy transport service which operates every day, excluding Mondays and Fridays from the Village to the Long Stay car park and onwards to the Blue Lagoon. This is a hail & ride service.

## **Hiring Equipment**

See the Booking Office for information on hiring general equipment. For bikes, buggy and wheelchair hire, please visit Bike/Buggy Hire.

## **Improvements and Maintenance**

As we continually improve our facilities at Bluestone,

you may find that:

- New facilities are on offer
- Listed facilities are temporarily closed for maintenance and/or improvement
- Some facilities and/or accommodation units have been altered, replaced or closed
- There is development or refurbishment work going on in certain areas of Bluestone
- Maintenance work or Housekeeping tasks are undertaken in and around your accommodation during your stay, although in such circumstances we try to minimise any inconvenience
- Different equipment is provided to that described in our brochure or other communications due to improvements.

### **Laundry Services**

Please contact the Booking Office for more information.

### **Licensing Laws**

We shall not serve alcohol to anyone who is, or appears to be, under the age of 18 (and cannot prove that they are over 18), or whom we, in our sole discretion, consider to have been drinking excessively. We will accept a photo driving license, a passport or a proof of age scheme card which carries the PASS logo hologram.

### **Lost/Found Property**

If you find any lost property, please hand it into a member of staff or to Security at the Arrivals Lodge. If you have lost anything please contact Guest Services or Security. Please report any loss immediately.

Your personal belongings are your responsibility during your break with us. Please note we accept no liability for any accident, loss or damage to your property unless such loss, damage or accident is demonstrably due to our negligence or that of those for whom we are legally responsible.

Please check your accommodation carefully before vacating for all personal effects.

### **Maps**

We are happy to provide additional maps of both Bluestone and cycle routes. Please visit the Booking Office for these.

### **Medication**

It is important that medication is kept safe and out of reach of children under the age of 6 years old.

If you lose any medication whilst on Park, please contact the Booking Office or Blue Lagoon Reception. Alternatively, inform Security at the Arrivals Lodge. This will allow us to assist in locating the drugs or sourcing replacement medication.

### **Noisy Neighbours**

Please visit or call Security at the Arrivals Lodge. There is also a telephone number with a direct line to Security located outside Ty Coffi. Their number can be found in the 'Contact Information' section and we can discreetly deal with the matter on your behalf.

### **Post Boxes**

The post box is located outside the Blue Lagoon. Please visit the Booking Office if you are expecting any post during your stay so that we can arrange delivery to your lodge.

### **Recycling**

At Bluestone, we aim to recycle as much as possible, but we need your help. Our waste is separated into four streams: mixed recyclables, glass, nappies and general waste. Mixed recyclables include drink and food cans, most plastics, paper, card and cardboard. These should go in the GREEN bag in your bin, and in the GREEN wheelie bin in the recycling compounds. Glass bottles and jars should go in the plastic boxes in your accommodation and then into the BLUE wheelie bins in the compounds on your departure. General waste is stuff that can't be recycled. This currently includes food waste. This goes in BLACK bags and the BLACK wheelie bins in the compounds. Nappies, need to be placed in to the yellow bin in the bath, please do not flush nappies down the toilet or put anything else in these yellow bins. Please do not leave full bags outside your lodge, as the local wildlife is inquisitive, and they tend not to clean up after themselves!

We're pleased to say that:

- 94% of Bluestone guests help us recycle by segregating their waste
- 97% of guests leave the glass bag for the next guest to use
- 99% of guests do not leave bin bags out where gulls and badgers can get at them

Please feel free to take full bins to recycling stations during your stay. Please refer to your resort map to find the location of your nearest recycling station. If your bins fill up during your stay, we have left you fresh bin bags to use.

**Smoking Policy**

Smoking is not permitted in any building or accommodation. Smoking is only permitted in designated areas. Please note, this includes e/electronic cigarettes. Please ensure all smoking materials are extinguished before disposal. Please do not litter Bluestone with your cigarette butts and dispose of items appropriately.

**Special Assistance**

If there is anything that you require special assistance with during your stay, please visit Guest Services at the Booking Office.

**Tourist Information**

For information on surrounding places of interest to visit locally, please visit the Booking Office or please contact Guest Services.

**Valuables**

Please see 'Your Safety and Security' section of this guide.

**A-Z**

*of Safety &  
Security*





A-Z OF SAFETY & SECURITY



## **Accommodation**

### **Safety Checks (Electric Safety)**

All accommodation receives regular safety inspections by appropriately qualified engineers to ensure that the electrical installation and electrical appliances are in safe working order.

If you require further details, please contact Guest Services, they will be happy to assist. Should you have any concerns regarding the safety of any item of equipment, please contact Guest Services immediately.

### **Staff Access**

From time to time, it may be necessary for Bluestone staff to enter your accommodation when you are out, in order to rectify an issue or to provide you with some important guest information. We will normally leave a card to say we have called and why. Only authorised staff members can access accommodation, by using a traceable key card, as your security is paramount. If you have strong objections to this, please inform Guest Services as soon as possible, and we can make every effort to avoid any disturbances. However, we reserve the right to enter any property at any time, in case of fire or any other pressing emergency.

### **Activities**

The use of safety equipment is compulsory for certain Bluestone activities. You will not be permitted to participate without it.

For certain activities, you will be asked to complete a questionnaire or declaration to say that you are fit to participate. In the case of certain medical conditions, and for your own safety, you will be unable to participate in some activities unless you have written confirmation from your doctor that it is safe to do so. If you have any queries about this, please discuss it with us as soon as possible, to avoid disappointment.

For activities, which take place outdoors, please ensure that all members of your party have appropriate clothing and footwear for the weather on the day. A weather forecast is displayed in the Booking Office.

### **Animals and Plant Life**

There is a huge variety of plant life and wildlife at Bluestone. We are making every effort to encourage this. Especially if you visit the more remote areas of the park, we ask you to bear the following in mind;

- Please do not feed squirrels, as they can bite and we would not wish to discourage them from making their homes close to the lodges. We recommend that you do not touch animals or birds due to risk of infection.

- Mushrooms and Fungi are common, especially in the woodland areas of Bluestone. Some poisonous varieties can look very similar to the kinds that are safe to eat, so we strongly advise against touching or eating any mushrooms, toadstools or berries that you find.
- As we are in the middle of an agricultural county, we occasionally have stray animals such as sheep on the Park. If you come across any animals, please do not approach them. Inform the Booking Office or Security, who can take appropriate action.
- Some of the quieter areas of Bluestone may be host to snakes in hot and dry weather. If you see a snake, please do not touch it, but leave the area quietly and calmly. Snakes will only bite if disturbed. If any snake bites you, you should seek medical treatment immediately. Also inform the Booking Office so we are able to move the snake to a safer area.

### **Barbecues**

You are welcome to bring your own barbecue for your stay, or disposable barbecues may be purchased from Newton Stores. Please exercise extreme caution if you are using a barbecue on Bluestone premises.

Only lump wood charcoal barbecues are permitted and these must be raised on legs or be of the 'Hibachi' type. Gas barbecues are not permitted.

Barbecues must be placed on the stone patio area of the lodge, a minimum distance of two metres from the lodge building. Disposable barbecues must be placed directly on hard ground and not on grass or wooden furniture. Only proprietary lighting products may be used.

### **Bike and Buggy Safety**

Bluestone is made for cycling and you are welcome to bring your own bicycle, or hire one from bike hire. Please note the following;

- If you bring your own bike, it is your responsibility to ensure that it is roadworthy and safe. As some paths are quite steep, you should check, in particular, that your brakes are in good condition.
- We recommend that you wear an approved cycle helmet at all times when cycling at Bluestone.
- Please cycle on the left at all times and give way to pedestrians and mobility scooters.
- Do not carry passengers on a bike that is not designed to do so.
- Please control your speed, particularly in busy areas

or near buildings. Please cycle slowly through the Village.

- Be aware that your bike is silent and pedestrians may not hear you approach.
- Some hills will require extreme caution and common sense whilst cycling. If you are unsure, please dismount and walk that section of the path.
- If you are cycling on the main roadways, be aware that cars may be sharing the road with you. The normal rules of the road apply.
- Please keep to designated pathways when cycling off-road, to help preserve the wild life that is abundant in this area.
- If you bring or hire a trailer or tag along, please take extra care until you are used to the extra weight and different characteristics of this combination.
- If you have an accident or sustain damage to a hired bike, please take this to Bike Hire, so the bike can receive a safety check. We would be happy to provide this service for your own bike as well, for a small fee.
- Young children should be supervised at all times when cycling.
- It is your responsibility to ensure that you are fit to cycle; if you have not cycled regularly recently, please do not over exert yourself.
- You should not cycle if your judgement is impaired by alcohol.
- You are responsible for the security of your bicycle at all times. Your bike should be locked at all times when it is unattended.
- The public roads around Bluestone can be very busy, so please take extra care when cycling off park. We recommend that a competent adult always accompany children cycling on public roads. Trailers and tag alongs are not recommended for use outside of Bluestone.

### **Bikes - Trailers & Tag-a-longs**

Trailers can be hired to use with your hired Bluestone bike for transporting children around park.

Age and height restrictions are as follows;

Trailer - The trailers are only suitable for children between 2 years and 5 years old. They must be between the height of 2ft'10 and 3ft'7. The trailers can hold 2 children; however the trailer will only allow a maximum

weight of 45kg (100lbs).

Tag-a-long - The tag a longs are only suitable for children between 4 years and 9 years old. They must be between the height of 3ft'4 and 4ft'5.

### **Bluestone Site**

Bluestone is situated in the countryside and woodland, and we make every effort to ensure Bluestone does not detract from the rural environment, but enhances it. Pathways not intended for vehicle use are therefore not sealed but made of compacted stone and gravel, in keeping with the country environment. Lighting levels after dark are deliberately kept low, in accordance with local planning agreements. The following advice will help you enjoy the experience of Bluestone;

- Please wear footwear suitable for country rambles when you are moving about the park, as path surfaces are not guaranteed to be even in all places.
- Be aware that some paths may be weathered, especially after heavy rain.
- Carrying a torch is recommended when you are walking after dark.
- Be aware that the pathways are shared with bicycles which may approach silently.
- Some paths can be steep in places and cyclists especially should be careful when descending them - dismount if you are unsure.
- Many roads have drainage ditches alongside them, which can be quite deep. Please take care when you are walking and cycling where there are ditches beside the road.
- On arrival and departure days, there will be vehicles moving around the park, and you are asked to take care at these times.

### **Buggy Hire**

We have a number of electric buggies for hire during your stay at Bluestone, available from bike hire. A full list of safety rules will be given to you and your signature is required upon hire. Please note the following:

- The guest who has hired the buggy takes full responsibility for the use of the buggy at all times whilst on hire, including the security of the vehicle and the manner of driving.
- Buggies may only be driven by holders of a full UK or equivalent driving license. We do not permit them to

be driven by children.

- Buggies must not be driven on foot paths.
- Buggies must not be driven off resort at any time.
- You must not drive a buggy while under the influence of alcohol.

### **Children's Safety**

We want Bluestone to be a relaxed and happy environment. Our carefree policy helps to ensure that younger guests can play in safety. However, it is important that you know where your children are at all times and that younger children are supervised while they are with you. Please ensure that all children in your party are aware of your Bluestone address and are familiar with the park layout.

A parent or responsible adult must accompany all children under the age of 5 years old taking part in Bluestone activities. For unaccompanied children you must provide us with your contact details so that we can contact you if necessary during an activity session. If anyone other than the child's parent or guardian will be collecting them from a session, we will ask you for a password at the time, so that we can make sure we are returning the child to an authorised person.

You must tell us at the time of booking if your child has a medical condition or allergy that we should be aware of, or if he/she carries an EPI-PEN. This is the only medication that our staff are authorised to give a child under our supervision. If your child carries an EPI-PEN, it must have a valid date and you must bring it with you, or the child will not be able to join the session.

Please note that there are a number of general play areas, both indoor and outdoor around Bluestone. Bluestone staff do not supervise children while they are playing here. Please supervise your children while they are using these facilities.

It is Bluestone policy to investigate any incident or allegation where the wellbeing of a child staying at Bluestone is of concern and we will assist any proper enquiries about a child in our care or staying on our premises. We will refer the matter to the appropriate external agency if we, in our sole discretion, deem it necessary.

### **Lost Children**

If you become separated from your child during your stay at Bluestone please inform our Guest Services team as soon as possible. You can do this at various locations across the resort; Guest Services, the Booking Office or at The Blue Lagoon. During 'out of hour'

periods you will find an emergency telephone outside Ty Coffi – this will call through to our Security Team who are on duty 24 hours a day.

We will immediately instigate a search across the resort. Please be assured that most children are found within a short time. Should the search take longer, we will place the resort on 'lock down' ensuring no arrivals or departures to and from the resort until the child is found.

If you find a child that appears to be lost please take them to a member of uniformed staff, or your closest Guest Services location (noted above).

### **Clinical Waste**

If any of your party requires clinical waste disposal facilities (e.g. stoma or sharps bins), please let us know as far in advance as possible, to enable us to supply what you need. Any clinical waste should not be disposed of with the normal waste. As a business, Bluestone is not permitted to dispose of clinical waste along with normal refuse. Please follow the instructions given for disposal.

### **Dangerous Items**

For the safety and security of all guests, you may not bring any of the following items to Bluestone premises under any circumstances:

- Fireworks or sparklers
- Shotguns, air pistols, air rifles or any fire arms
- Replica guns or realistic toy guns
- Knives (unless a utility knife with a blade shorter than 3 inches)
- Illegal drugs
- Explosive substances
- Any other noxious or prohibited item

### **Driving Safely**

Bluestone is a car free environment with the exception of (see the section 'disabled access') those with genuine mobility issues. We believe that this is in the best interests of all guests, as it improves safety, reduces pollution and noise and makes Bluestone a more relaxing place to be.

There is a speed limit of 10 miles per hour for all vehicles in the areas of Bluestone. Electric buggies are limited to 10 miles per hour and car drivers may find this a useful guide to controlling their own speed.

When you arrive at Bluestone, you will be permitted

to drive your car to your accommodation to unload your luggage. You must then bring your vehicle back to the long stay car park for the remainder of your stay. You may also drive to your accommodation to load your luggage on your departure day. On arrival and departure days, please do not obstruct the road whilst loading or unloading your luggage. You should not drive your vehicle onto the lodge grass or footpath area. Vehicles may not be left over night at your accommodation, unless you have special authorisation from Security.

Disabled drivers with a 'blue badge' will be permitted to bring their vehicles into Bluestone, on the understanding that they drive with caution, as other guests may not be expecting vehicles to be present.

The permit issued by Security must be displayed in the vehicle whilst it is on park. Other guests may be permitted to bring their vehicles onto park in an emergency, at the discretion of the Security Team.

Vehicles are strictly prohibited from entering the Village at any time, and it is strictly forbidden to remove the bollards at the entrances to the Village. If you are staying in the Village, please park in the large cycle park to load and unload your vehicle. It is only a short walk from the cycle park to any area of the Village. The marked parking bays outside the Village are for disabled guests only.

While we are trying to minimise the use of motor vehicles on Bluestone, please be aware that access is needed for supply vehicles and Bluestone contractors at certain times, which is essential in the smooth running of Bluestone. Some of these vehicles can be large, and we ask you to exercise caution when walking or cycling on the roads and paths.

### **Driving - One-way System**

For the safety of all guests at Bluestone, we operate a one-way system for all motor vehicles. Please observe all blue arrows, 'Give Way' and 'No Entry' signs. The one way system is detailed on your Resort Map.

The one-way system applies to all vehicles (cars and vans only); it does not apply to bikes, buggies, or mobility scooters. Car drivers should be aware that on a one-way section, there might be bikes travelling in the opposite direction. Cyclists should also be aware that cars may be travelling towards them so please exercise caution.

### **Emergencies**

In the event of an emergency or sudden illness, please contact Guest Services or the Booking Office, who will be able to assist you. During out of office hours, please contact our Security Team, who are on duty 24 hours a



day. If you require immediate medical assistance, please call for the emergency services on 999. If possible, you should also contact Security, who will be able to meet any vehicles and direct them quickly to your location. Phone numbers are given at the end of this guide.

Mobile phone coverage is patchy in the Village but there is an emergency phone located outside Village Central, which you can use to contact Security at any time.

### **Emergency Telephone/ Out of Hours Telephone**

There is an emergency phone located outside Village Central and one on Church Hill.

## **Fire Safety**

### **Fire Actions**

In your accommodation – When you arrive, please make yourself familiar with the fire safety instructions (these will be found on the back of the main door of your accommodation). Ensure that all members of your party are familiar with the escape route. There are emergency assembly points in all parts of Bluestone and these are designated by green signs.

Your accommodation has a smoke detector installed, and this must not be tampered with. In the kitchen area there is a fire blanket. If you use this during your stay, please report it to Guest Services immediately to ensure another can be delivered.

Bluestone Facilities – If a fire alarm sounds while you are in a Bluestone building, please remain calm and follow the instructions of staff. Do not take your belongings but follow the fire Exit signs and make your way to the nearest assembly point, or as directed by staff. Do not re-enter any building until authorised to do so. If a fire alarm test is scheduled for the building you are in, warning signs will be posted at the entrance.

### **Fire Prevention**

Please remember that Bluestone is set in the middle of a woodland environment. To minimise the risk of fire, please observe the following rules;

- Do not light fire anywhere in the park or surrounding areas.
- Ensure that cigarettes and matches are extinguished.
- We do not permit fireworks or sparklers onto Bluestone at any time (excluding organised Bluestone displays).
- Ensure that barbecues are fully extinguished and allowed to cool before retiring.
- Do not place barbecues on the wooden patio furniture.

- In prolonged periods of dry weather, we may declare the area to be a 'high risk', and we will put out signs to inform you of this. At these times, smoking should be restricted to lodge patio areas and certain areas of the Village.

### **First Aid**

First Aid kits and trained First Aiders are available in all Bluestone facilities. In the Village, please visit the Booking Office. Elsewhere at Bluestone, please visit the Arrivals Lodge, Blue Lagoon or the Well Spa Retreat. All our Security Team are First Aid trained.

If you need to visit a GP whilst you are with us, please contact the Booking Office, Guest Services or the Arrivals Lodge, where you can obtain a contact number for a local surgery, or refer to the Contact Information section within this guide.

### **Kitchen Safety**

Please apply the same standards of safety in your kitchen area as you would do at home. Young children should be kept out of the kitchen area, and appropriate precautions taken for older children. Remember that oven doors and hob surfaces can be very hot, and remain so for some time after cooking. Kettles should be disconnected from the supply before filling. If your accommodation has a jug kettle, please do not allow water to spill near or on the base, and disconnect the plug before cleaning around it.

### **Lake**

Please be aware that there is an area of open water next to the Village, which may present a risk to young children if they are allowed to venture there, unsupervised. The lake is intended as an ornamental feature. Swimming, paddling and water sports are not permitted at any time, unless it is a supervised Bluestone activity. Lifebuoys are located around the lake in case of emergency. If the lake is frozen, do not attempt to walk on the ice, or allow children to do so.

### **Lighting**

Whilst we make every effort to maintain the lighting, you may be the first person to discover a light failure. If so, please report this to the Booking Office. National Park restrictions apply on light levels.

### **Medical Assistance**

If you require any medical assistance, please visit the Booking Office or Security at the Arrivals Lodge.

### **Medication**

If you lose any medication whilst at Bluestone, please inform the Booking Office; contact numbers can be

found at the end of this guide. We will be able to assist you in locating the lost medication or sourcing a replacement.

### **Security**

We have a Security Team on park at all times. They make regular patrols of Bluestone to ensure that you have a safe and happy holiday with us. However, we cannot guarantee the security of your property at all times. Please take good care of your personal belongings, which remain your responsibility during your stay at Bluestone.

Do not leave your property unattended or unsecured. There is a lockable safe in your accommodation and all high-value items should be locked in the safe whilst not in use. Always lock your car when you leave it, leaving valuable items out of sight. Always lock your bicycle when it is unattended. Please check that your accommodation is locked when you go out and remember to close all doors and windows.

### **Swimming Safety**

For the safety and comfort of all pool users, please observe the following rules when using the Blue Lagoon facilities:

- All bathers must wear proper swimwear and must shower before entering the pool using the pre-swim showers
- Children should be encouraged to use the toilet before bathing
- All babies and children under 3 years must wear a swim nappy (available to purchase from The Wave shop or reception)
- Do not enter the water if you have suffered from a gastro-intestinal upset or diarrhoea within the last 48 hours, or a confirmed Cryptosporidium infection within the last 14 days
- All cuts, open wounds or contagious conditions must be covered with a waterproof dressing
- Children under 4 will need 1 adult (over 18 years) to 1 child supervision
- Children aged between 4 and 8 will need 1 adult (over 18 years) to 2 children supervision
- Assistance can be arranged by our Guest Services Team if you do not meet the above supervision policy (additional charges apply)
- Children between the ages of 8 and 12 will require an

adult to remain in the building. Children over 12 years old can attend the Blue Lagoon unsupervised

- Parties where these standards are not being adhered to or who are not supervising their children responsibly may be asked to leave the pool
- Please take care around the pool and in the Changing Village, as floors can become slippery and wet.

The following are not permitted in the Blue Lagoon due to safety regulations:

- Diving and jumping into the water
- Use of large inflatable toys in the pool area (unless provided by Bluestone)
- Glass items (e.g. bottles or drinking glasses) in the pool area or surroundings
- Snorkels or masks (swimming goggles are permitted)

Children's swimming aids are available for purchase from The Wave Shop. However, parents are reminded that these are not life jackets and is not a substitute for proper supervision of their children.

Wild Water Night on a Friday evening between 6pm and 9pm, during off peak periods (outside of school holidays) is recommended for stronger swimmers only.

### **Use of Flumes and Slides**

Blue Lagoon has a number of spectacular flume rides. We want you to enjoy them in safety. Please be aware of the following:

- You should not use flumes if you have a heart condition, back injury or other condition, which could be made worse by the flume ride.
- You should not use the flumes if you are pregnant.
- There is a height restriction of 1.1 metres (3ft'7in) on all flumes.
- Plaster casts are not permitted on the flumes.
- Rules for the safe use of the flumes are displayed on entry to the ride and users are expected to read and abide by these rules at all times.
- You must not attempt to go back up the flume at any time.
- The entry to the flume rides are often wet and may be slippery; please take extra care in these areas.
- When you have finished a flume ride, please leave the final pool as quickly as possible to ensure the safety of yourself and other users.
- The Wild Water flume has 2 catch pools on the way

down. Other users may be in these areas; please take extra care to avoid collisions in these areas.

### **Walking**

Whilst we take every reasonable effort to maintain pathways, please be aware that tracks can become weathered. Please use appropriate footwear.

On arrival/departure days, there is vehicle movement on the roadways so please take extra care when walking around the park.

The levels of lighting provided have been designed not to compromise the rural environment and comply with planning regulations. You may find a torch useful in the evenings.

### **The Well Spa Retreat\***

Our exclusive spa is located on the edge of the village. While all the Spa facilities and treatments are proven safe, some of them can be unsuitable for people with certain medical conditions. If you have a medical condition which may affect your suitability, or have had a recent illness (including sickness and/or diarrhoea), please refer to the Well Spa Reception, where they will be happy to advise. If you believe that you may be pregnant or are breast feeding please also inform the spa team as soon as possible as treatments and thermal use are limited. It is not advised to have any spa treatments or use the thermal suite if you have not passed your first trimester; however most nail treatments are safe within the first stages of pregnancy.

Some of the The Well Spa's therapists are male, so if you do not wish to have a male therapist carry out your treatment, please inform the team at the time of booking.

Please arrive at least 15 minutes prior to your booking time so you are able to complete a medical questionnaire before your treatment commences. A £1 coin is required for the lockers within the spa.

You can contact The Well Spa on 01834 862419 they will be happy to help with any questions. \*Subject to availability.

\*Subject to availability.

# Contact Information



# CONTACT INFORMATION



## On Park Contacts

### EMERGENCY ONLY: 01834 891546

Pre-bookings: 01834 862419

Sales and Reservations: 01834 862400

The Well Spa: 01834 862418

Booking Office  
(On Park Enquiries): 01834 862148/

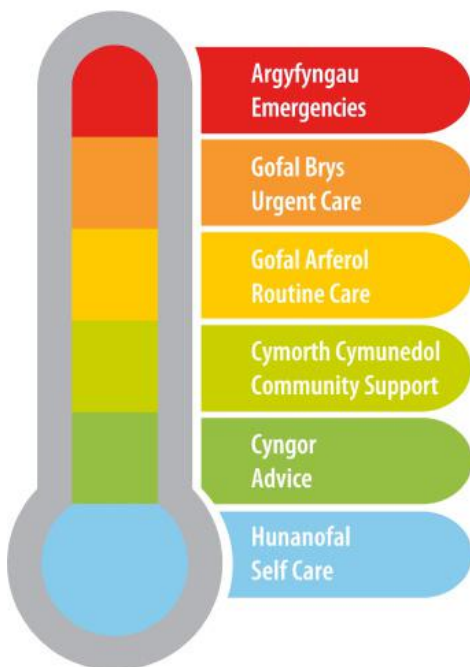
Guest Services 01834 869 900 (Ext 568/506)  
(Out of hours assistance): 01834 862156

[www.bluestonewales.com](http://www.bluestonewales.com)

[www.bluelagoonwales.com](http://www.bluelagoonwales.com)

Please note there is an emergency telephone outside Ty Coffi and Pentre Ifan.

## GUIDE TO LOCAL HEALTH SERVICES WITHIN HYWEL DDA FOR BLUESTONE RESIDENTS





**GUIDE TO LOCAL HEALTH SERVICES  
WITHIN HYWEL DDA FOR BLUESTONE RESIDENTS**

**CONTACT INFORMATION**

<p>For Coughs/ Colds/ Sore Throats/ Insect Bites</p>	<p>Please go to the local Community Pharmacies (listed overleaf)</p>
<p>For Dental Pain</p>	<p>For urgent dental treatment of hours dental treatment please contact 0845 4647</p> <p>They will triage your call and advise you who to contact for an Emergency Access Slot</p>
<p>If you have any problems with your eyes e.g. eye accidents, irritants etc</p>	<p>Please visit a local Optician (listed overleaf)</p>
<p>For General Illness, please contact a local GP.</p> <p>Please note that you will need to ring the Practice and ask for an appointment. You might not be offered an appointment on that particular day, but within 1-2 days.</p> <p>If you are offered an appointment, it might be an open access slot and you may be asked to sit and wait to be seen.</p>	<p>The following practices will see patients from Bluestone:</p> <p>Meddygfa Rhiannon, Narberth - 01834 860237</p> <p>Narberth &amp; Clarbeston Road, Narberth: 01834 860316</p> <p>Saundersfoot Medical Centre: 01834 811131</p> <p>Out of Hours Service (After 6.30pm Monday to Friday and Saturday/ Sunday and Bank Holidays), please contact: 01437 769811</p>
<p>For Injury / Accident</p>	<p>Go to A&amp;E, Withybush Hospital, Fishguard Road, Haverfordwest, SA61 2PZ</p>
<p>In an Emergency or for Life Threatening Conditions</p>	<p>Call 999</p>
<p>If you are unsure which option to choose please call NHS Direct on 0845 46 47 or visit <a href="http://www.nhsdirect.wales.nhs.uk">www.nhsdirect.wales.nhs.uk</a></p> <p>For those with smartphones, please scan this for more information</p> 	

## COMMUNITY PHARMACIES

Opening times vary.

Address	Weekend Opening
Lloyds Pharmacy 39 High St, Narberth, SA67 7AS	Sat 9.00 - 17.30
Lloyds Pharmacy Northfield Health Centre, Northfield Road, Narberth, SA67 7AA	Sat 9.00 - 12.00
B M Patel, The Pharmacy The Strand, Saundersfoot, SA69 9ES	Sat 9.30 - 12.00
Gilbert B Kilgetty Pharmacy, Kilgetty, SA68 OUE	Sat 9.00 - 17.00
AE Petersen LTD Sea Front Pharmacy, 6 High Street, Tenby, SA70 7EU	Sat 10.00 - 13.00
AE Petersen LTD Glen Pharmacy, 2A No Acre, Gas Lane, The Norton, Tenby, SA70 4ES	NA
Boots the Chemist Jasperley House High Street, Tenby, SA70 7HD	Sat 08.30 - 17.30 Sun 10.00 - 16.00
N-Pharma Ltd 3 St Thomas' Green Haverfordwest, SA61 1QX	Sat 9.00 - 13.00
Lloyds Pharmacy 16 - 17 Bush Row St Thomas Green, Haverfordwest, SA61 1RG	Sat 9.00 - 13.00
Boots the Chemist Unit 2, Withybush Retail Park, Haverfordwest, SA61 2PY	Sat 09.00 - 19.00 Sun 11.00 - 17.00
Tesco Instore Pharmacy Fenton Trading Estate, Portfield, Haverfordwest, SA61 1BU	Sat 08.00 - 20.00 Sun 10.00 - 16.00

## OPTICIANS

Opening times vary.

Celia Vlismas Health Centre, Northfield Health Centre, Narberth, SA67 7AA
Pritchard- Cowburn Opticians 1 Spring Gardens, Narberth, Pembrokeshire, SA67 7AW
Pugh Opticians 1 Warren St, Tenby, SA70 7JP
JE Stevenson 2 Deer Park, Tenby SA70 7LE
Rayners Opticians 40 Bridge St, Haverfordwest, SA61 2AD
Specsavers Opticians 5a Bridge St, Haverfordwest, SA61 2AL

<b>Motor</b>	<b>Distance</b>	<b>Duration</b>
Dyrham Petrol Station, Robeston Wathen, SA67 8EN 01834 860367	2.8 miles	5 mins
Eastgate Garage, Narberth, SA67 7DH	4.7 miles	9 mins
Preseli Filling Station (LPG Fuel available), Narberth, SA67 7PD: 01834 860227	7.2 miles	11 mins
Narberth Tyre and Battery Garage, Narberth SA67 7BT: 01834 860759	4.7 miles	9 mins
Milforge Garage Breakdown Recovery, Pembroke Dock, SA72 6TQ: 01646 684599	12.7 miles	22 mins

### **Amenities**

Post Office: Narberth, SA67 7AR	5 miles	12 mins
Post Office: Haverfordwest, SA61 1AA	13 miles	13 mins
Launderette: Narberth, SA67 7BT	4.7 miles	9 mins
Train Station: Narberth, SA67 8TY	6.6 miles	11 mins
Train Station: Haverfordwest, SA61 1TY	9.1 miles	14 mins
Taxi's (Narberth Taxi's) 01834 861601		
Vue Cinema: Carmarthen, SA31 1GA, 0871 2240240	24.1 miles	33 mins

### **Radio**

Radio Pembrokeshire: 102.5FM  
Real Radio: 105: 106FM

**bluestone**  
*national park resort*

[WWW.BLUESTONEWALE.COM](http://WWW.BLUESTONEWALE.COM)

  #BLUESTONEWALE