Welcome to

White Cross Bay

Scan the QR code to **download this map**

The essentials

- Reception
- Holiday Home Sales Showground
- Holiday Home Sales Enquiry Centre
- Owners lounge
- The Boathouse Bar & Restaurant
- Showbar
- Arts & Crafts Den
- Convenience Store
- Outdoor play area
- Arcade
- Patio seating area
- Security gate
- Heated indoor pool with jacuzzi, sauna & steam room
- Boat launch & marina
- Picnic area
- Bus stop
- Launderette
- Parking
- Toilets
- Dog bin
- Dog walking area
- Fire Point
- Defibrillator
- Recycling/general waste point

There are areas of **Open Water** across the park, which are identified on the park map marked in blue. These areas are unsupervised, and are **not for entry (Inclusive of paddling, bathing, swimming and watercraft activities e.g. paddleboarding)**, therefore please ensure that you and your children are aware of the locations and children are adequately supervised in these areas

5 Speed limit around the park is **5mph**

Please drive safely around the park. Quad bikes, segways, hoverboards, e-scooters and similar vehicles, along with commercial, pickup or working vehicles including large vans are not permitted on park.

Please note - Passes are required for admission to all facilities. Activities and facilities vary by date.

Activity Booking Hub

Scan the **QR code above** to pre-book your activities or visit one of our **on-park booking hubs.**

Don’t miss out!

Make sure you check out your **What’s On Guide** for details of all our daytime and evening activities, plus live entertainment for all the family.

Ensure your holiday is a safe and happy one

Please take a few minutes to read our important safety information

Playing Safely

- Familiarise children with the park layout, the location and number of your holiday home, the park map is great for this.
- Know where your children are at all times.
- Kids’ clubs are great entertainment, but they aren’t childcare facilities. Under 8s must be accompanied at the kids’ clubs by a responsible adult and children remain the responsibility of parents at all times.
- Please tell a Parkdean Resorts Trouper if your child has a medical condition or allergy.

Driving Safely

Important points to remember:

- 5mph speed limit.
- Seat belts must be worn.
- Use designated parking areas and park courteously so all spaces can be used.
- It is an offence to drive a vehicle under the influence of alcohol or drugs.
- All roads in the park are subject to the same laws as public highways.
- Only 1 car permitted per caravan, any additional to go in the main car park.
- Quad bikes, segways, hoverboards, e-scooters and similar vehicles, along with commercial, pickup or working vehicles including large vans are not permitted on park.
- Cars must not be charged from units of accommodation.

BBQ Safety

- Ensure only cold ash is disposed of in the bins.
- NEVER take a portable barbecue, lit charcoal or a camping stove into an enclosed space like a tent, caravan, awning or glamping accommodation, either for warmth or to cook.
- Ensure all BBQs, stoves and camping lights are fully out before going to bed.
- Do not use your BBQ on the decking.

Fire Safety

- If there is a fire in your holiday home then immediately exit and call 999 detailing your pitch number and that you are on White Cross Bay Holiday Park.
- If safe to do so, alert the holiday homes surrounding yours to ensure others can evacuate in case of risk of fires spreading.
- Use the nearest fire alarm sounder to further alert park users.
- Alert the park team via telephone or in-person.
- To ensure your safety, do not store any items in the boiler cupboard area.

Gas Safety

- If you smell gas please exit your unit opening doors and windows on the way out. Inform a member of the team or call the security number.

Carbon Monoxide Safety

- Carbon Monoxide detectors are fitted in your accommodation for your safety please do not tamper with the alarm.
- If the alarm sounds please open doors and windows as you leave, turn the gas off outside the unit and inform a member of the team or call the security number.

Allergens

- If you have an allergy, please make sure you tell a member of the team before ordering any food.

Lake Safety

- Please note our marina by the lake is ONLY for the launches of boats that are moored with the park. NO wild swimming allowed from our marina, or use of paddle boards/canoes, other water sports.

Moving Safely Around Park

- Our Parks are set in natural areas, please take care when moving around Park as it can be uneven under foot and wheels.
- We support dark skies so lighting levels may be lower than you’re used to. If needed walk with your torch or phone.

Sun Safety

Block the sun, not the fun!

- Don’t forget to: wear a hat, apply sunscreen, seek shade, put on sunglasses and wear a t-shirt.

Water Safety

Swimming Safely

- Pool rules are displayed around the pool and must be followed. Our pools are supervised by qualified lifeguards and their instructions must be obeyed.
- Before entering the pool, please remove all jewellery and use the shower.
- A responsible person of 16 or over must accompany children under 8 in the water.
- One responsible person must not accompany more than two children under 8.
- Remember: no photography or video cameras are allowed around the pool.

When it goes wrong?

Accidents or Emergencies

- Please ensure accidents on park are reported to a Parkdean Resorts’ team member nearby or security who will be able to seek a qualified first aider if required.
- In the event of an emergency call 999 immediately, then inform reception (or security at night), let us know if we need to direct an ambulance to your accommodation.

First Aid

- There are first aid kits located in reception and in the main complex.

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Parkdean Resorts