

You have

booked a holiday

at Tattershall Lakes

Important information before you arrive

Your upcoming private lettings holiday to Tattershall Lakes isn't too far away! We know you have booked via a third party, but there's still some important information that you need to be aware of. Before your arrival, please make sure you have read through this information thoroughly.

COVID-19

If you have any symptoms, please inform Guest Services and the accommodation owner, and leave the park immediately.

All Tattershall Lakes team members have completed additional training and there are also certain things they will expect from you, to ensure the safety of yourselves and others on the park. Please read the park guidelines before you arrive. These can be found on page at www.awayresorts.co.uk/covid-19-keeping-you-safe.

If you have any further questions relating to COVID-19, please check out COVID-19 FAQs via the Away Resorts website.

From the 8th August, it is a legal requirement to wear a face covering when in an enclosed public space where social distancing may be difficult and where you come into contact with people you do not normally meet. If you intend on using our facilities, you will be expected to wear a face covering at all times unless you are in the act of eating or drinking; this includes queuing for facilities if social distancing cannot be adhered to. Please ensure you have a mask to hand at all times, we are operating a strict 'no mask, no entry' policy. If you would like more information, please visit the government website. Checks will be carried out and you will be refused entry to facilities if not wearing a face covering.

If you live in an area where heightened local restrictions have been enforced, please do not travel to our park. Please contact the owner of your letting to discuss your options.

Track and trace

In line with government advice and the NHS Test and Trace service, we require you to complete our tracker form which can be found via the Away Resorts website (awayresorts.co.uk/tracker). The lead party member will need to do this before they arrive. As part of Away Resorts' new Health and Safety policy, it is mandatory to fill this in if you wish to use Away Resorts' facilities. Everyone will be checked on entering the Merlin Complex to ensure the safety of staff and guests.



Arriving at Tattershall Lakes

Please contact the accommodation owner prior to arriving to confirm your check in process.

Need to find Tattershall Lakes? Pop LN4 4LR into your sat nav.

Upon arrival, everything will be clearly signposted, but you're welcome to take a look at our park map on the Away Resorts website so you are familiar with the surroundings.

Do not park at the main complex

The car park is being used for Away Resorts direct booking customers, using contactless check-in so there is nowhere to park your car at the main complex. Please head directly to your accommodation. Please note there is a limit of two cars per accommodation.

During your stay

If you need help or have a query

Please contact the owner of your letting in the first instance. If you do need to speak to one of the Tattershall team, please call them rather than heading into Guest Services. The team are available daily, on 01526 348 800. Please note our current opening times:

Monday: 9am - 9pm

Tuesday: 9am - 6pm

Wednesday: 9am - 6pm

Thursday: - 9am - 6pm

Friday: 9am - 9pm

Saturday: 9am-9pm

Sunday: 9am-5pm

If you need to speak to someone outside of these hours, our Security Team can be contacted on 07498 575 695.

If you wish you to use our facilities

In order to use our facilities onsite, you will need a guest pass. These can be purchased from Guest Services upon your arrival. Please be aware at peak times there may be large queues for Guest Passes. In order to help us achieve social distancing, please consider visiting Guest Services at another time if you notice the queue is very large.

We are trying our absolute best to safely accommodate as many guests as possible, but with reduced capacity and high demand, this does unfortunately mean we cannot guarantee access. You will be asked to sign a non-disclosure form when purchasing, our passes are non-refundable and we recommend that you have made your bookings before purchasing passes as we will not refund after they have purchased if we are fully booked.

When visiting our facilities, where possible please walk or cycle. Parking is limited at the main facilities due to contactless check-ins and a space cannot be guaranteed.

If you wish to book an activity

Great news! We're able to run some of our activities safely using socially distanced measures.

Please visit our website for specific information on what's available during your stay and pre-book your activities.

We are trying our absolute best to safely accommodate as many guests as possible, but with reduced capacity and high demand, this does unfortunately mean we cannot guarantee availability.

Activities and entertainment

Specific information on activities and entertainment available for your holiday can be found on your Entertainment Guide, which is released on a weekly basis. These can be accessed through the Tattershall Lakes Facebook page, on our website.

Food and drink

Please note you will need to book your table in advance should you wish to dine in the Propeller Bar & Kitchen. The Spitfire Bar, Bar 49 and Giggling Goose are all available on a first come, first serve basis.

App food ordering on park is available for Away Resorts direct booking customers or holiday home owners only.

You will not be able to access the app if you do not have an Away Resorts booking reference. If you wish to order takeaway food, this can be done by calling our on-site restaurant, the Propeller Kitchen(01526 348 816) and collecting or arranging a delivery to your accommodation. You must pay over the phone for delivery. As a private guest, if you would like to eat from our Spitfire menu, this can only be done by having table service indoors. You will not be able to sit outside and order from our Spitfire menu as we are only offering table service indoors and you will not have access to our app. If you would like to enjoy food or drink outdoors, you can purchase food from Bar 49 or our quick-service food caravan outlets and drinks from our terrace bar. You are not permitted to bring your own food into our complex.

Important to note

Tattershall Lakes is based right next to RAF Conningsby! You can look forward to seeing some amazing planes taking off and landing throughout the day. Sometimes the RAF need to conduct night flying during military operations, and to train their crew so please be aware of this before your stay. You can view the expected night fights on the RAF website.

Park Guidelines

Keep to the speed limit - The maximum speed limit around the park is 10mph although we advise you go slower than this. Remember excited children don't always pay attention so for everyone's sake drive slowly. Please always give way in pedestrianised areas.

Park roads are public roads - All roads on the park are subject to the Road Traffic Act. Don't fall into the trap of thinking they are private as they are not. All rules that apply on normal roads apply on our roads, including drink driving and seat belts. Children are not permitted to drive on park.

Car parking - Take care when parking, do not use mobile phones when driving. Do not block up any access routes that may be used by emergency vehicles. Never use vacant caravan pitches for parking as this can be dangerous. **Please do not obstruct driveways by parking across or directly opposite. Do not park on yellow lines or footpaths.** All vehicles are parked at the owners' risk.

Noise levels - We politely request that you respect your neighbours and keep noise to a minimum after 11pm.

No smoking - Smoking is prohibited in all public areas.

Play safely - Mums & Dads, always ensure your child(ren) know how to get back to the accommodation. Be sure to know exactly where they are and tell them where you will be. If you have lost your child(ren) please go to Guest Services or if out of hours, please contact Park Security.

Entertainment for children - Organised activities for children are provided as entertainment only. Please note that we do not offer childcare facilities and your children always remain your responsibility. Children under 8 years of age must always be accompanied and supervised by an adult at all times. Children should wear clothes that are appropriate for the activity they are attending and remember that they should be given a drink and sun block in hot weather. Please ask your children to be well behaved at all times.

Take care - Our park is in a rural setting and surrounds several big lakes. Please take care when on foot and keep a close eye on all family members when you are near the lakes. Always ensure your children know how to get back to your accommodation or pitch.

The lakes - No swimming or diving into any of the lakes - DEEP WATER.

A few FAQs...

How do I purchase Guest passes?

Your guest passes can be purchased from Guest Services upon arrival. Please be aware at peak times there may be large queues for Guest Passes. In order to help us achieve social distancing, please consider visiting Guest Services at another time if you notice the queue is very large.

We are trying our absolute best to safely accommodate as many guests as possible, but with reduced capacity and high demand, this does unfortunately mean we cannot guarantee access.

How much are Guest Passes?

The price of your guest pass is dependent on the duration of your break, the time of year and the amount of people your caravan sleeps.

	Berth	4-6	8-10
1-4 nights	Peak	£40	£50
	Off-peak	£30	£38
5-7 nights	Peak	£74	£94
	Off-peak	£54	£70

What facilities can I use?

All our facilities are now open; however, you do require a Guest Pass to obtain access to these. More information on what is included with your guest passes can be found below.

We are trying our absolute best to safely accommodate as many guests as possible, but with reduced capacity and high demand, this does unfortunately mean we cannot guarantee access.

How can I book activities?

You can book activities online (awayresorts.co.uk/tattershall-lakes/book-activities) in advance or at Leisure Services up to an hour before the activity is due to start. We highly advise booking in advance to avoid disappointment as they do get booked up quickly.

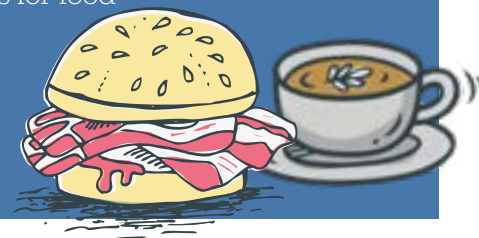
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How can I make a table reservation?

We have a selection of restaurants and bars on site. The Spitfire Bar, Bar 49 and Giggling Goose are all available on a first come, first serve basis - but remember you will need your Guest Pass. Please note you will need to book your table in advance should you wish to dine in the Propeller Bar & Kitchen, you can do this online at awayresorts.co.uk/tattershall-lakes/book-table.

I want to sit outside to eat - what options do I have?

Unfortunately, we are not currently doing table service outside, only app orders for food only - which only direct bookers can access. As a private booker, you can sit inside and eat or order takeaway for collection at Propeller and eat outside.



What is the telephone number for takeaway from the Propeller Bar & Kitchen?

To order takeaway, please call the Propeller Bar & Kitchen on 01526 348 816.

Do I need to book the Outdoor Cinema?

No, you do not need to book the Outdoor Cinema. Social distancing must be adhered to at all times, please respect other people's space. Screening times vary and further information can be found on your Entertainment Guide, which is released on a weekly basis. You will require your Guest Pass to Access this experience, where available.

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Can I fish on the lakes at Tattershall Lakes?

Tattershall Lakes is not a commercial fishery and fishing on our park is for leisure only. To be able to fish on the lakes on park, you will require a UK Rod License and a fishing pass. Please note, fishing passes do not include rod hire. Fishing passes can be purchased online in advance. Further information can be found at awayresorts.co.uk/tattershall-lakes/fishing.

How do I book Jet Skis?

This facility is run by a third party. Please contact them directly for bookings at www.153performance.co.uk

How do I book the Aqua Park or Water Sports?

This facility is run by a third party. Please contact them directly for bookings at www.tattershallwaterpark.co.uk.

Where can I hire a bike from?

To book bike hire, you must visit Leisure Services (located at the Lakeside Lido) when you are on park. Head to The Hut (behind the Merlin Complex, next to the Sports Court) when you're due to collect your bikes. A small deposit required - refunded when bikes are returned safely.

Where is my dog allowed on park?

Once you are on park, you will see signage that guides where you can and can not go with your dog. Dogs are not allowed in our adventure playground, outdoor splash zones, sports court, beaches, Lakeside Lido, Bar 49, the Propeller Bar & Kitchen or the Giggling Goose.

What restaurants can I take my dog to?

Dogs are allowed in the lower and outside area of the Spitfire Bar.



What is the difference between the splash pads and pools and do I need to book?

The outdoor splash pad within the Merlin complex is available for use between 9am and 7pm and does not require booking but social distancing must be adhered to at all times.

The outdoor swimming pool, our brand NEW Lakeside Lido, is open from 8am - 9pm with lane swim 8am-10am. This includes the new splash fountain within this area. The indoor swimming pool and splash zone Aqua PLAY is open from 8am - 9pm. All swim sessions must be booked prior, this can be done online at awayresorts.co.uk/tattershall-lakes/book-activities. All sessions will be 1-hour. You will have a 15-minute grace period to arrive for your session before it is made available to other guests. We politely request that you arrive at the pool 'swim-ready' however changing room facilities will be available. Our toilets and showers within the facility will also be open. Social distancing must continue to be adhered to in and around the pool.

We are trying our absolute best to safely accommodate as many guests as possible, but with reduced capacity and high demand, this does unfortunately mean we cannot guarantee availability/access.

What does my Guest Pass include?

Guest Passes give entry into our Merlin Complex* with free access to...

- Arcade
- The Spitfire Bar - inclusive of the restaurant area (no booking required - first come, first served - table service)
- Access to the Spitfire Terrace Bar and Caravan Bar
- Table tennis
- Amphitheatre
- Outdoor Cinema screenings (no booking required - first come, first served)
- Rooftop Bar 49 (no booking required - first come, first served)
- Our two beaches
- Our outdoor splash zone
- The adventure playground and sports court
- The Giggling Goose - adult only bar and lounge (first come, first served)
- Evening entertainment which includes LIVE streamed show productions and musical performances
- Bingo in The Spitfire (tickets not included, additional costs apply - first come, first served)
- Bike hire (additional costs apply)
- Socially distanced Character Meet and Greets with our daily NEW 'Character Spots'
- Children's PLAY Home entertainment streamed to our big screens
- Fishing on park (fishing pass and UK rod license also required)
- Pedalo hire (additional costs apply)

** Please note the above is accessible depending on capacity and we cannot guarantee immediate entry. You may be asked to queue, please be patient with our teams whilst measures are in place to comply with Government restrictions.*

Guest passes also give access to the below list of facilities.

We currently have limited capacities due to Government restrictions and therefore, session availability is not guaranteed.

- Indoor pool and splash pad Aqua PLAY (booking recommended - walk-ins available if not at full capacity)
- Lakeside Lido and splash fountain (booking recommended - walk-ins available if not at full capacity)
- Adventure golf (additional costs apply, booking recommended - walk-ins available if not at full capacity)
- The Propeller Kitchen (booking recommended - walk-ins available if not at full capacity)
- All Away Resorts activities - these must be pre-booked online, and we recommend booking in advance.

Please be aware, if you have not booked a session (where available) prior to arrival, we cannot guarantee you will be able to use the following facilities with your purchased Guest Pass:

You will be asked to sign a non-disclosure form when purchasing, our passes are non-refundable and we recommend that you have made your bookings before purchasing passes as we will not refund after they have purchased if we are fully booked.

For water sports, you will not need an Away Resorts guest pass but you will need to book in advance with the third parties that run these activities on the lakes.

Tattershall *Lakes*