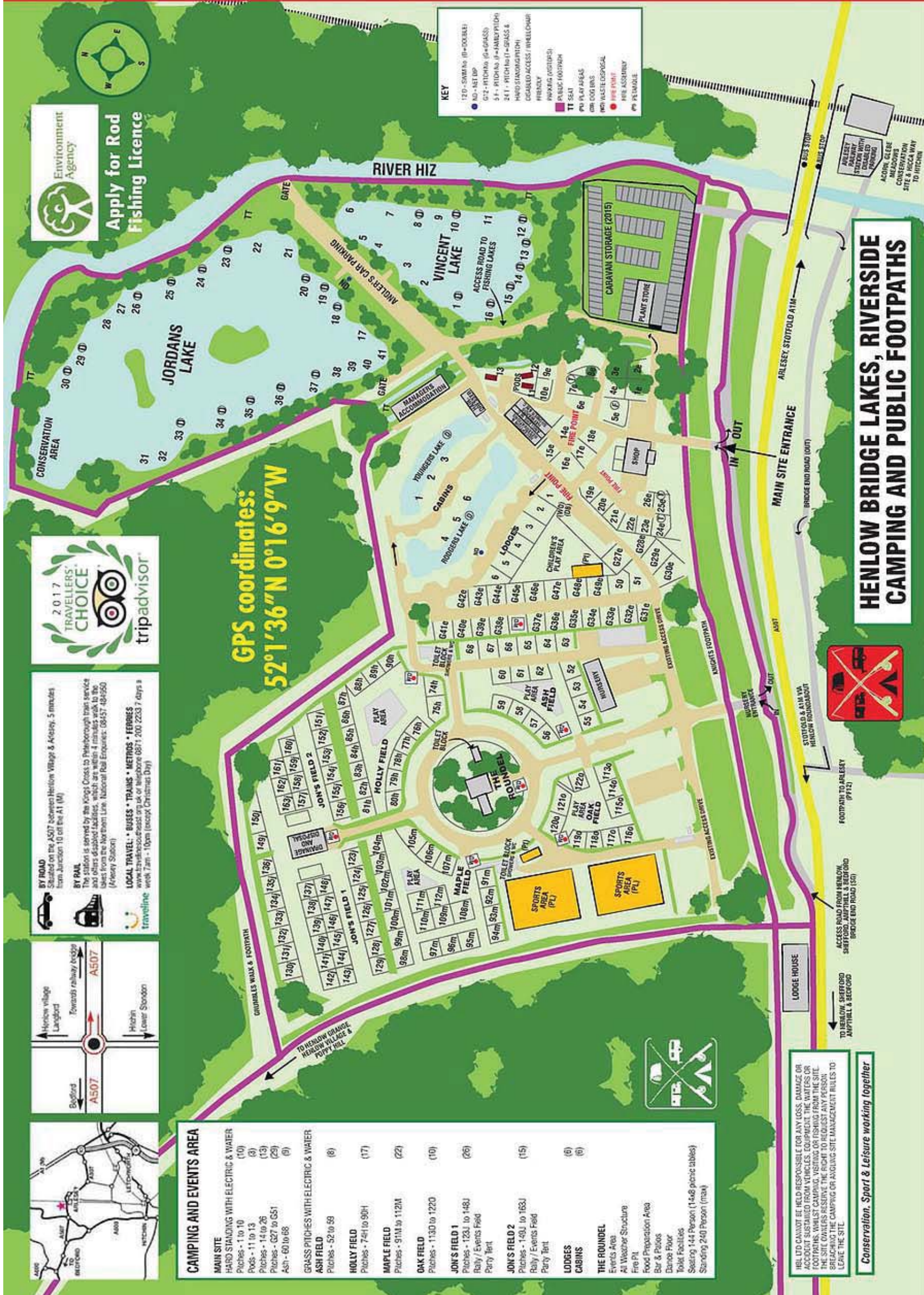


Appendix H



Environment Agency
Apply for Rod Fishing Licence



BY ROAD
Sited on the A507 between Henlow Village & Arlesey, 5 minutes from Junction 10 on the A1 (M)

BY RAIL
The station is served by the King's Cross to Peterborough train service and other services. It is a 10-minute walk to the station from the Northway Lane. National Rail Enquiries: 08457 484950 (Arlesey Station)

LOCAL TRAVEL - BUSES • TRAINS • METROS • FERRIES
www.travellerschoice.co.uk or telephone 0871 200 2233 7 days a week (except Christmas Day)



VISITOR POLICY
Henlow Bridge Lakes & Riverside would respectfully like to make guests and visitors aware of our 'Visitor Policy'. We endeavour to operate a safe and secure site and your co-operation as a customer is appreciated.

- A published charge per visitor is payable for anyone over 2 years of age staying longer than 30 minutes.
- Vehicle registration numbers must be provided at Reception on arrival and appropriate fees paid, to allow site access.
- All day guests must be off site by 22:30 at the latest.
- Exit & Access will be denied by ANPR after this time.
- A charge of £7.00 per adult & £4.00 per child will be payable the next day for any guest not leaving before 22:30. Please note that ANPR will not work until overnight guests have paid these fees & the system has been updated.
- Maximum of 4 paying visitors per pitch/unit at any one time.
- Customers will be responsible for their visitors safety and behaviour.

DISRUPTIVE GUEST POLICY
Henlow Bridge Lakes & Riverside would respectfully like to make customers aware of our policy towards disruptive behaviour.

We strive to be one of the best family friendly sites in the UK. Disruptive guests can spoil this for the majority which is unacceptable and will not be tolerated. Excessive noise, especially between the quiet times of 22:30 - 07:00, foul or abusive language and speeding on site are the main areas of concern, but any action which is deemed to be inconsiderate will be resolved by the following procedure.

- A verbal explanation and warning by HBL staff will be given to any customer who breaches Site Rules to the detriment of the site, property or other customers.
- If the behaviour does not improve following the first verbal explanation & warning, then a senior member of staff will accompany the HBL staff member and a FINAL verbal explanation and warning will be given.
- If the behaviour does not improve after the final warning, the disruptive individual and/or groups will be asked to leave the site immediately or the following morning - whichever HBL staff deem more appropriate at the time.
- If guests do not leave as instructed the Police will be called to eject them.
- HBL will not tolerate any verbal or physical abuse towards any member of HBL staff or fellow guests. Anyone found to be using threatening behaviour will be asked to leave the site immediately, and the Police will be called.
- No refunds will be given to disruptive guests who are ejected from the site.
- By paying for your holiday you have agreed to understand and be bound by this policy.

Watch your speed. Do you want the death of a child on your conscience!

Takeaway & grocery delivery drivers need to be met at the main gates/reception; no access will be given to the site.

HENLOW BRIDGE LAKES, RIVERSIDE CAMPING AND PUBLIC FOOTPATHS

email: info@henlowbridgelakes.co.uk
or call the booking line on: 01462 812 645
www.henlowbridgelakes.co.uk

Henlow Bridge Lakes & Riverside
Bridge End Road, Henlow, Beds. SG16 6DD



Conservation. Sport & Leisure working together