

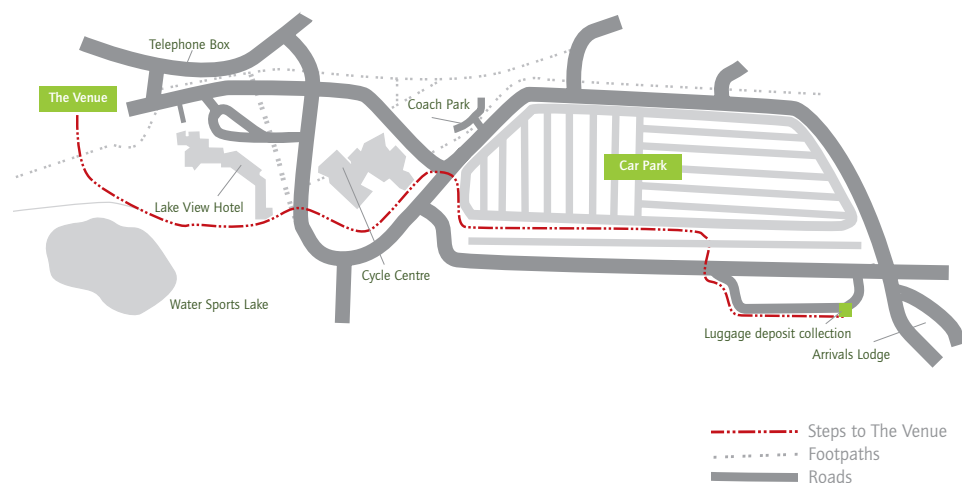


Elveden Forest

Delegate Welcome



STEPS TO THE VENUE



HOW TO FIND US

By Road

From the North and North East using the A1

Leave the A1 at the junction with the A14 signposted Huntingdon and Cambridge (A14). Continue along the A14 for approximately 21 miles then take the A14 signposted Newmarket, Felixstowe and Harwich. Follow the A14 for about 20 miles then take the A11 signposted Thetford and Norwich. (Elveden Forest is signposted from here). Do not go into Newmarket. After about 5 miles you will come to the Barton Mills roundabout. Continue along the A11 towards Thetford for another 6 miles, then turn left onto the B1106 signposted Brandon at the traffic lights. The entrance to Elveden Forest is about half a mile on your left.

From the South using the M11

Use the M11 and leave at Junction 9 signposted A11 Newmarket and Norwich. Continue along the A11 towards Newmarket for about 22 miles until you reach the Barton Mills roundabout. (Please note that the A11 merges with the A14 for about 5 miles, then forks left again as the A11. It is signposted Elveden Forest at this point). Continue along the A11

(following signs for Elveden Forest) towards Thetford for another 6 miles, then turn left onto the B1106 signposted Brandon at the traffic lights. The entrance to Elveden Forest is about half a mile on your left.

From the West and North West

From this direction we would recommend you use the A14 signposted Huntingdon and Cambridge. A suggested route to the A14 would be via the M1 junction 16. Then follow the route as described from the A1.

From the South East

M1 or M20 to M25, anticlockwise to M11. Then as M11.

From the South West and South Wales

M5 to M4 to M25, clockwise to M11. Then as M11.

By Rail

The nearest mainline station is Thetford (London Liverpool Street – 2 hours 30 minutes), which is approximately 5 miles away. For further information contact National Rail Enquiries on 0845 7484950 or try www.thetrainline.com



A taxi may be taken to Center Parcs from Thetford using the following companies:

BAZ	01842 753232
CARTERS	01842 750777
A1 BURY	01284 766777

ACTIVITIES

Safety Equipment

The wearing of safety equipment is mandatory on any supervised Center Parcs activity and you will not be allowed to participate if you do not wear it. Buoyancy aids for watersports activities are mandatory with few exceptions.

Cycling

Hire of a cycle is included in the 24 hour delegate rate. A small rucksack is useful for carrying your belongings. Cycle on the left at all times. Control your speed; particularly on hills and in busy areas. You can cycle on a number of path/road surfaces on the Village. Please remember to cycle appropriately for the conditions and take particular care where surfaces change. Make sure you can stop safely. Apply both brakes together. Remember, braking will take longer in wet weather. Don't ride in hazardous conditions such as snow and ice. You are in a forest environment with an abundance of wildlife. To help us preserve this environment and reduce the risk of injury to you, only use the allocated cycle paths. Please use your lights, but remember cycle lights are fitted to allow cyclists to be seen, as well as to see with, so during the hours of darkness, please cycle with caution. When wearing loose trousers we recommend that these are tied back with clips or tucked into socks/boots. We recommend that all cyclists wear a helmet. These are available for hire for a minimal charge, plus deposit, from the Cycle Centre. Cycling is strictly prohibited in and around the main buildings and on other designated routes within busy areas.

Walking

The levels of lighting provided have been designed not to compromise the rural environment and comply with planning regulation regarding light pollution outside of the village. You may find a torch useful in the evenings.

Around the Village

For your safety, diving, swimming and paddling are forbidden in all lakes and waterways around the village. Please do not walk on frozen lakes or waterways.

USEFUL TELEPHONE NUMBERS AND INFORMATION

www.centerparcs.co.uk

Central Conference Co-ordinator

08705 200 225

Elveden Forest

Information Centre
External:
01842 894 456
Internal: 4456

Security
External:
01842 894 111
Internal: 4111

Emergency
Internal only:
4444

Elveden Forest

Brandon, Suffolk, IP27 OYZ

Corporate Events Office

01842 894589

DELEGATE INFORMATION

Arrival

You will be greeted at the Arrivals Lodge and directed to the location of your event. The village is a traffic free environment so you will be asked to park your car and make your way on foot to the conference room, therefore please allow extra time and bring a coat or umbrella if required. Residential guests will be advised at the Arrivals Lodge of the arrangements for the transfer of their luggage to their accommodation. Keys may be distributed at the Arrivals Lodge or in the conference room.

Emergencies

The Medical Centre is open daily from 9am-5pm. Outside opening hours please contact the Information Centre/Security on the relevant number on the back cover, using the accommodation phone (where available), mobile phone or Village telephone box. If you require immediate hospital assistance, call the 999 emergency number where possible or contact the Information Centre to do this on your behalf. If contacting the emergency services directly please ensure the Information Centre is informed to confirm the situation and prevent any delay to the emergency services entering the Village.

FIRE ACTION

In Your Accommodation

Upon arrival, please familiarise yourself with emergency procedures for dealing with fire. Notices are present in all accommodation. Floor plans are present in Apartments. Please make sure everyone is aware of the escape routes.

If you discover a fire

- Raise the alarm.
- If safe to do so, tackle a small fire with the extinguisher provided.
- Do not put yourself at risk.
- Evacuate the property and alert neighbours if possible.
- Do not stop to collect belongings.
- If this has not occurred already, report the fire to the Information Centre/Security by the nearest phone.
- Do not return to the building until authorised to do so.

Smoke detectors are there for your safety and must not be disabled. Please report to the Information Centre if the detector is faulty or is particularly sensitive.

YOUR ACCOMMODATION

Accommodation Facilities

Bedding, towels and a basic toiletry pack will be provided together with tea and coffee supplies. Extra catering supplies such as drinks may have been arranged by the event organiser and will be in the room upon your arrival. Trouser presses and irons/ironing boards are not provided. Hairdryers are provided in all accommodation. Telephones are provided in executive accommodation only. Accommodation must be vacated by 10am on the day of departure.

Safety Checks

All accommodation receives regular safety inspections by appropriately qualified engineers to ensure that the electrical installation, electrical appliances and gas appliances are in safe working order. If you require further details, please contact the Information Centre who will be happy to assist. Should you have any concerns regarding the safety of any item of equipment, please contact the Information Centre immediately.

Open Fires

The open fires and solid fuel burners in the accommodation are suitable for burning long-burning safety logs, which may be purchased from the Parc Market. No other fuel may be burned on them.

PERSONAL EXPENDITURE

It is not possible to charge items of personal expenditure such as drinks or activities to your room therefore any services not being charged to the main account will require payment at the time of purchase or of booking.

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 to reduce the risk of exposure, please contact The Venue prior to your arrival on Village to discuss this further.

Security

For your safety, our Security team patrol from time to time, but it is impractical for Center Parcs to guarantee the security of your property. Always lock your car, accommodation or cycles, with valuables removed. Close all windows and doors properly. If you lose your accommodation key please contact the Information Centre.

YOUR GUIDE TO SWIMMING SAFELY

Pool Hygiene

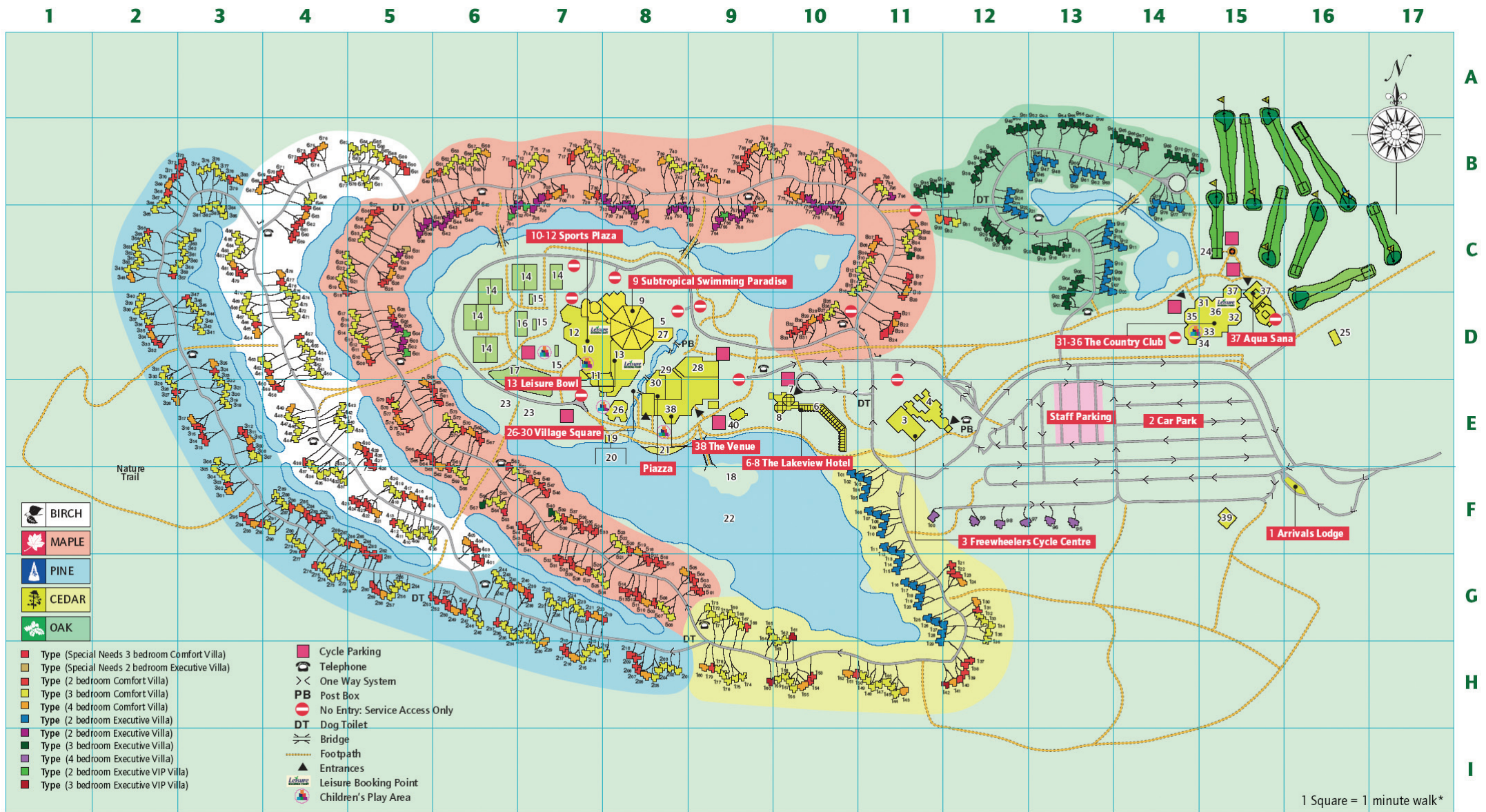
In the interests of pool hygiene, all bathers must shower first and swimwear must be worn by all. You must not enter the water if you have suffered from a gastro-intestinal upset within the last 48 hours. All cuts and open wounds must be covered with a waterproof dressing.

In and around the Pool

Qualified lifeguards continually supervise our swimming pool. Their instructions are for your safety and must be obeyed. Please take care around the pool and in changing rooms. Do not run. Floor surfaces can be slippery when wet. Strictly no diving and no jumping-in policies operate in all our pools. Always check the pools depth markings.

Flumes and Slides

- Do not use flumes/slides if you have a heart condition, back injury, medical condition or are pregnant.
- Traffic light systems on flumes/slides must be obeyed.
- Please be aware that height/swim capability restrictions exist on certain rides and slides. Signs in the vicinity will alert you to these.



*Please Note: This is an approximate walking time. Please allow extra time for young children.

1	Arrivals Lodge	F16	9	Wild Water Rapids	D8	13	Ten Pin Bowling	D8	23	Action Company Challenge	E6, E7	32	Fitness Room	D15
2	Car Park	E14		Also Contains: Treasure Cove, Children's pool, Lagoon Bar			Also Contains: Leisure Bowl Bar & Terrace, House of Games, Disco, Leisure booking point		24	Golf Course	C15	33	Indoor Children's Play Area	D14
3	Freewheelers Cycle Centre	E11		Sports Plaza			Outdoor Sports		25	Laser and Archery Centre	D16	34	Outdoor Children's Play Area	D15
4	Laundrette/General Services	E11								Village Square		35	Hugo's Restaurant & Bar	D14
5	Medical Centre	D8	10	Sports Café	D7	14	Tennis	D6, C7	26	Huck's Diner	E8	36	Snooker	D15
40	Lakeview Lodge	E9	11	Time Out Clubhouse	D7	15	Pétanque	D7	27	Platform 5	D8	37	Aqua Sana	D15
	The Lakeview Hotel		12	Sports Plaza Arena	D7	16	Outdoor Bowls	D7	28	Parc Market	D9		Also Contains: Spa, Treatments Rooms & Conservatory	
6	The Lakeview Hotel	E10		Also Contains:		17	Children's Play Area	D6	29	Funtastic!	D8		The Venue	
	(incorporating Fitzwilliam and Wolsey Suites)			Badminton/Short Tennis, Fencing, Golf Simulator, Indoor Action Company, Movie Capsule, Racket Ball/Squash, Roller Skating, Scalextric, Snooker/Pool, Table Tennis, Aquatique, Information Centre, Sportique, Coffee Shop, The Studio (Hair & Nail), Treats, Leisure booking point.		18	Adventure golf	F9	30	Natural Elements	E8	38	Conference & Meeting Facilities	E8
7	The Lakeview Hotel Reception	E10				19	Boathouse	E8		Also Contains: Luciano's, Rajinda Pradesh, Chez Pierre			(Incorporating Suffolk, Norfolk, Anglia, Newmarket and Cambridge Suite	
8	La Sapinière	E10				20	Jetties	E8		The Country Club		39	Conference Pick Up & Drop Off Point	F15
	Subtropical Swimming Paradise					21	Beach	E8						
						22	Watersports' Lake	F9	31	Aerobics Studio	D15			
					Leisure Bowl - First Floor									