



Unexpected Issues?

Here's what to do...

No Electricity

Check the trip switches on both the inside & outside electric boxes to ensure they're on.

If this has no effect:

- If possible, report this to the Park
- Check the Park's Social Media pages
- Check www.northernpowergrid.com
-Live power cut map
- Call/Text/Whatsapp 105 or check Northern Powergrid Facebook & Twitter page

No Water

Check all external stop taps are open.

If this has no effect:

- If possible, report this to the Park
- Check the Park's Social Media pages
- Check www.yorkshirewater.com
-Problems in your area

After Hours Callouts - How A Callout Works?

In the event of a gas or water leak, please turn off the supply to your holiday home. Report all gas, water, major faults or other incidents it to a team member at Guy's Café Bar and Restaurant. There is a door bell located on the large information board in the Country Club, please ring this and a Duty Manager will assist you.

If the Country Club is closed, please report the issue to the Park reception by calling 01964 630071 the following morning from 9am.

Please have the following details to hand: Owner's Name / Garden Plot Address / Details of the issue

All callouts are chargeable. This will be refunded to the customer if the park is responsible for the issue that has caused the callout.

Emergency Services

For Fire / Police / Ambulance
Call 999

Community

- Be neighbourly and check in with each other
- Share information where possible



The Park will communicate with Owners, as quickly as possible.
Please note this can be difficult during a total loss of power.
The Park will evacuate any facilities safely and close until safe to open.
This will be communicated on social media wherever possible.



For Park & Country Club websites and social media