



# Tide & Stay Ltd – Guest Information and Safety Policy

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## 1. Introduction

At Tide & Stay Ltd, the safety and comfort of our guests is our priority.

This policy provides important information to help ensure a safe and enjoyable stay. It should be read alongside your booking confirmation and any property-specific information provided.

## 2. General Safety

Guests are responsible for:

- Familiarising themselves with the property layout and safety features upon arrival
- Taking reasonable care during their stay
- Supervising children at all times

Guests are responsible for ensuring all members of their party are aware of emergency procedures.

The property should be used in a safe and responsible manner.

## 3. Fire & Carbon Monoxide Safety

Each property is equipped with appropriate safety measures, which may include:

- Smoke alarms
- Carbon monoxide alarms (where applicable)
- Fire extinguishers or fire blankets
- Clearly identified exit routes

Guests must:

- Not tamper with or disable safety equipment
- Keep exits clear at all times
- Familiarise themselves with escape routes

In the event of a fire:

- Evacuate the property immediately
- Call the emergency services (999)
- Do not re-enter the property

If a carbon monoxide alarm sounds:

- Ventilate the property immediately
- Evacuate if necessary
- Contact emergency services



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## 4. Gas & Electrical Safety

We ensure that properties comply with applicable gas and electrical safety requirements. Guests must:

- Use appliances in accordance with instructions
- Report any faults immediately
- Not attempt repairs themselves

## 5. Emergency Contact Information

In an emergency:

- Call **999** for police, fire, or ambulance services

For property-related issues, contact Tide & Stay Ltd:

Email: [enquiries@tideandstay.co.uk](mailto:enquiries@tideandstay.co.uk)

Telephone: 07359 266755

## 6. Property Use & Behaviour

Guests must:

- Respect the property and its contents
- Avoid behaviour that may cause damage or risk to others
- Comply with all house rules provided

Unsafe or inappropriate behaviour may result in termination of your stay.

## 7. Use of Equipment & Amenities

Where properties include equipment or amenities such as hot tubs, barbecues, or outdoor facilities, guests must follow all instructions provided.

Use of such amenities is at the guest's own risk, and children must be supervised at all times.

## 8. Outdoor Areas & Environmental Risks

Where properties include outdoor spaces such as gardens, patios, or parking areas, guests use these at their own risk.

Guests should:

- Take care on uneven or slippery surfaces
- Be aware of weather conditions and natural hazards
- Supervise children at all times

We are not responsible for incidents arising from natural environmental conditions.



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## 9. Security & Personal Belongings

Guests are responsible for:

- Securing the property when leaving (locking doors and windows)
- Keeping valuables safe

Tide & Stay Ltd is not responsible for loss, theft, or damage to personal belongings.

## 10. Keys & Access Devices

Guests are responsible for the safekeeping of keys, key cards, or access codes provided.

Lost or misplaced items may result in replacement or security charges.

## 11. Maintenance & Reporting Issues

If you experience any issues during your stay, you must report them as soon as possible so we can assist.

This includes:

- Safety concerns
- Faulty appliances
- Damage or hazards

## 12. Accidents & Incidents

Any accidents, injuries, or safety incidents must be reported to us as soon as possible during your stay.

Failure to report issues promptly may affect our ability to investigate or resolve them.

## 13. Cleaning & Hygiene

Guests are expected to:

- Maintain reasonable standards of cleanliness during their stay
- Dispose of waste appropriately

If you have any health or safety concerns, please contact us promptly.

## 14. Accessibility & Special Requirements

If you have specific accessibility or health requirements, we recommend contacting us before booking to ensure the property is suitable.

## 15. Compliance with Local Laws

Guests must comply with all applicable laws and regulations during their stay.



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## 16. Acknowledgement

By staying in one of our properties, guests agree to follow this Guest Information & Safety Policy and any additional instructions provided.

## 17. Contact Us

If you have any questions regarding safety or require assistance, please contact us:

Postal Address: **Tide & Stay Ltd**  
4 Sand Martin Close  
Charter Alley  
RG6 5GD

Email Address: [enquiries@tideandstay.co.uk](mailto:enquiries@tideandstay.co.uk)

We are committed to ensuring your stay is safe, comfortable, and enjoyable