

SAFETY INFORMATION

We would like to draw your attention to the following safety recommendations to help ensure that your holiday is trouble free and enjoyable. Please read the following information and make sure that the other members in your party are also informed.

General Safety

- As a general rule, please exercise the same care and cautions that you would at home.
- Remember that children may be less careful than adults in new surroundings - so please take extra care with children on balconies, stairs and around water.
- Please remember that when crossing the road, traffic may be travelling in the opposite direction.
- Do look after your personal belongings – please take advantage of safety deposit facilities where available, and ensure that personal items are not left on display in cars.

Your Journey

- Do not place matches or lighters in your suitcase. These items may ignite by friction.
- Do not place flammable liquids, gasses or aerosols in your suitcase.
- Medication should always be carried in your hand luggage.
- Keep your passport safe while you are away as it is an important document of identification, and always keep a copy.
- Pay attention to all safety information given on board the flight.
- Drink plenty of water during the flight to avoid dehydration.

CARRYING DANGEROUS GOODS ABOARD AN AIRCRAFT IS AN OFFENCE

Your Holiday Accommodation

- Never leave your key where someone can note your room number.
- Do not leave your window open, especially if your room is on the ground floor or has a balcony.
- Remember to lock your room door even when you are inside the room.

Fire Safety

- On arrival take time to familiarise yourself with the emergency exit routes and locate the nearest exit to your room.
- Walk the nearest escape route from your room.
- Read any safety information in your villa/room. Make a note of the nearest fire extinguisher and how to raise the alarm in the case of fire.
- Ensure that all cigarettes/cigars are extinguished and that candles or fires are not left burning when you go out or go to bed. Do not smoke in bed.
- In the event of fire leave your villa/room immediately. Do not stop to pack or collect your belongings. Stay calm and do not panic.
- Exit the building as quickly as possible closing all doors behind you.
- Proceed to an assembly point outside and well clear of the building.
- If you can not leave your room, close all doors, put wet towels or clothes around the door seals and shout for help from the window or telephone reception, as applicable.

Cooking

- Never leave cookers unattended whilst in use.
- Ensure all cooking appliances are switched off when leaving your villa/room or when retiring at night.
- Never leave shopping or other items on the cooker.

Food Safety

- Wash your hands before eating and after going to the toilet
- Make sure your food has been thoroughly cooked and is still hot when served.
- Make sure that any food that is re-heated is piping hot all the way through.
- Avoid any uncooked food (apart from fruits and vegetables, food that can be peeled or shelled).

Food and drink is an integral part of the holiday experience however everything in moderation is the key, particularly at the beginning of your holiday when the local cuisine may be unfamiliar to you.

Drink

- It is advisable to always drink bottled water and to use it for brushing your teeth. Ensure that the seal on the bottle is intact.
- Where appropriate avoid ice in drinks.
- Never accept drinks from strangers or from anyone you do not completely trust.
- Do not share or exchange drinks.
- Try to keep your drink with you at all times.
- Nominate someone to watch your drinks, especially if you are leaving the group you are with to go to the toilet.
- Be aware of how much you have had to drink and remember alcohol will dehydrate you.

Balcony Safety

- Take extra care on balconies. Children should never be left unsupervised or allowed to climb on furniture or railings.
- Adults should also be careful – do not sit on the balcony wall or railings. It is not advisable to lean over balconies.
- Never lean over, sit or climb on the balcony wall/railings.

Bathroom

- Take care in bathrooms as condensation and water spray can make surfaces slippery and bath or floor mats may not be provided.
- Do not use mains electrical appliances near to water.

Glass Doors

- Please take extra care when using these as in bright sunlight it is not always obvious whether they are open or closed, and few glass doors are equipped with toughened safety glass.

Electricity and Gas

- Please respect gas and electricity as you would at home.
- Please follow any instructions given for appliances.
- Please ensure that all gas and electric devices are turned off at night or if you are not in your villa or room.
- Do not tamper with any related fixture or fitting.
- Please report any faults immediately.
- If you smell gas within your accommodation:
 - extinguish all naked flames and do not use matches or lighters.
 - do not switch lights or any other electrical appliance on or off.
 - if possible isolate the gas supply (i.e.: turn off the supply using the tap on the bottle).
 - Open all doors and windows.
 - inform reception, the agent, owner, as applicable.
 - leave the building and allow time for the gas to disperse.
- Never attempt to locate a gas leak yourself or tamper with the gas supply. If you spot any defects or hazards in your property during your holiday please ensure that you bring them to your representative's or agent's attention.

Lift Safety

- Do not use lifts in the event of a fire.
- Not all lifts are the same; some do not have interior doors. Please exercise caution when using this type of lift.
- Children should not at any time be permitted to use the lifts without the supervision of adults.

IN THE EVENT OF A FIRE USE THE STAIRCASES NOT THE LIFT

Beach Safety

- Even the safest beaches can be dangerous in certain weather conditions.
- Be aware of depths, tides and current. Check local advice and respect any warnings of strong currents.
- Do not swim near or dive from rocks, piers, breakwaters and coral.
- Do not swim alone or at night.
- Do not allow children to swim unsupervised.
- Do not use inflatable boats or lilos on open water.
- Swim along the shore and not out to sea.
- If the beach has a flag system, please learn and follow it.
- Swim where there is a lifeguard on patrol and take their advice.
- CV Travel do not recommend paragliding, para-ascending, banana boats or jet skiing.
- If you see someone in difficulty, tell somebody, preferably a lifeguard if there is one nearby.
- Find out what to do in an emergency i.e.: call local coastguard or equivalent.

Swimming Pool Safety

- Diving is not permitted.
- Please walk and do not run around the pool.
- Do not use inflatables or floating items in horizon/infinity pools.
- Please be aware of the pool depths located on the pool plaque at the side of the pool or on the pool notice diagram situated by the pool or in your Villa Information book
- Please do not enter the pool with copious amounts of suncream/tanning oil on your skin.
- Swimming at night is not permitted.
- We advise that eating and drinking do not mix with swimming.
- No breakable items, e.g. drinking glasses, glass bottles, etc. are permitted around the pool.
- Inside furniture is to be kept inside the villa and not taken to the pool.
- Please do not lift or remove the pool filter covers.
- Please do not try to fix anything on your own.
- Every pool is different, Most hotels, villas and apartments do not employ lifeguards so please look after any young members of your party.
- Familiarise yourself with the layout of the pool to identify the deep and shallow areas before use.
- Shower before entering the pool.
- Do not swim (or allow children to swim) if suffering from an upset stomach.
- Wash hands thoroughly after using the toilet and changing nappies.
- Have fun, but avoid unruly behaviour, observe pool rules and information signs at all times.
- Pool surrounds can be very slippery, do not run around them.
- When jumping into the pool, check the water depth first and never jump from the deck side into water less than 1.5m deep.
- Do not jump or dive from any raised features or from poolside furniture.
- In the event of an emergency, know how to summon help.

Pool Safety for Children

- Children should never be left unsupervised in the swimming pool or around the pool area. Always check the depths.
- Please protect your children and ensure that they remain in view at all times, especially small children and weak swimmers.
- Check the depth of the children's pool.
- Be aware of any changes in depths, in or near the children's pool.
- Please discourage children from running around on slippery surfaces.
- Always ensure that non or weak swimmers wear suitable buoyancy aides.

- Ensure that children use the toilet before entering the pool and take regular toilet breaks throughout the day. In the event of a faecal accident in or around the pool, please report it immediately; this will assist the hotel management in ensuring the highest levels of pool hygiene.
- Do not change nappies at the poolside.
- Young children and babies must wear appropriate swim wear e.g. rubber lined swimming trunks. Swimming in nappies and nude bathing is unacceptable.

Cot Safety

- Cots and high chairs provided in villas and hotels usually conform to local rather than to UK standards. Please exercise caution.
- High chairs often do not have harnesses. Please ensure that your child is secure and do not leave your child unattended in a high chair.

Animals

- Do not feed, pet or play with any wild or domesticated animals.
- Please keep children from playing near wild or domesticated animals.
- Please use litter bins provided, thus discouraging wasps and vermin.

Sunbathing

- Please avoid the sun's strongest rays during the middle of the day.
- Always use a high factor sun protection suitable for your skin type and re-apply often, especially after swimming.
- Build up the time you spend in the sun gradually.
- Apply high factor sunscreen, re-apply frequently.
- Never expose babies to the sun and always take extra care with children.
- Remember it is possible to burn in the shade, when it is cloudy and whilst swimming.
- At the first sign of burning get out of the sun immediately.
- Always drink plenty of water.
- Children should always wear a hat and have their shoulders covered.
- Never expose babies under six months to direct sunlight.
- Remember, fast tanning is not necessarily wise tanning.

Driving on Holiday

- Check the vehicle is roadworthy and familiarise yourself with all controls before use as they may differ to cars in the UK and Ireland.
- Check that the car hire insurance cover you take out provides adequate cover for the driver and all passengers.
- Always wear a seat belt
- Familiarise yourself with local traffic laws.
- Pay particular attention at junctions and roundabouts.
- Always carry emergency/breakdown telephone numbers.
- Always carry a spare set of spectacles (required by law in Spain).
- NEVER drink and drive.
- Stick to well travelled and or well lit roads.
- We strongly advise that you do not hire mopeds or motorbikes.

Pedestrians

- Be vigilant at all times. Familiarise yourself with the direction of traffic.
- Be aware that in some countries traffic is not required to stop at pedestrian crossings.

Your Insurance

- Before undertaking any activity whilst on holiday, please ensure that you are adequately covered by the terms and conditions of your Insurance Policy.

Going Out

- Avoid walking in poorly lit areas and beaches.
- Wherever possible never walk home alone.
- Stay aware of what is going on around you and keep away from situations where you do not feel comfortable.
- Be aware that alcohol and drugs can lead to you being less alert, less in control and less aware of your environment.
- If you are out as part of a group, look out for one another.
- Consider very carefully whether you should leave the bar, club or event with someone you have just met.
- If you are not sure where you are going and need directions, please ask your representative or hotel reception, as applicable, for advice.

Using a Taxi or Minicab

- Never accept a lift from an unlicensed taxi, a stranger or someone you do not completely trust.
- Try to share a taxi with a friend.
- When calling a taxi from a public place, try not to let people overhear your name or details of where you are staying.
- Always sit in the back of the car, and if you chat to the driver do not give them any personal details.

If you feel Threatened

- Stay calm, and try to be firm and direct.
- Remember that you always have the right to say no' at any point. Never feel that you have to go further than you feel comfortable with.
- If you feel uncomfortable or in danger, do not be afraid to draw attention to yourself. Shout, make a fuss and make people aware that you feel threatened.

Medical Treatment Abroad

The leaflet T7 'Health advice for Travellers', can be ordered by calling 0870 155 54 55 and contains information about free and reduced cost emergency care and medical treatment in most EU countries. You will need a European Health Insurance Card (EHIC) to receive healthcare that becomes necessary during your visit to an EEC country or Switzerland.

More information can be obtained on the Health Department website: www.direct.gov.uk.

However, this only provides limited cover and we require all our customers to have adequate holiday insurance. For treatment in any country you will need to produce your passport.

Valuables and Security

Regrettably, the traveller abroad can occasionally be a prime target for the petty pilferer and we strongly recommend that valuable items are left behind in the UK. We advise you to take a few simple precautions such as not keeping all your cash in one place and keeping your credit cards separate. Hotel clients should leave valuables at the hotel in a safe. Ladies visiting major cities should remember to bring closed handbags that are pickpocket proof and carry handbags on the side of your body away from the road. Make sure that you hire a car with a large enough boot for all your luggage so that nothing is left visible on the back seat. Lock things in the boot rather than in the glove compartment and always take travellers cheques, credit cards and passports with you. Never be tempted to leave your handbag/briefcase hidden under the front seat of the car, always take them with you. Please take care as most insurance policies will not cover clients for valuables that are stolen from hotels or villas, particularly cash. Where available, place all valuables in a safety deposit box. Avoid carrying too much money or wearing excess jewellery when you are out and about. Ensure your room is left secure when going out.

WATER & ELECTRICITY

Water

During periods when there is or has been a drought, water supplies can be affected and in some cases local authorities cut mains supplies at certain hours of the day. During hot summer months, demand for water can be such that it exceeds supply, resulting in loss of pressure or supply for certain periods. This in turn can cause problems with water pressure in properties and can affect boilers and general plumbing or swimming pools. Some rural houses rely on wells/natural sources and supplies can run out or be intermittently interrupted. In these instances, the owners will use their best endeavours to solve the problems. Guests may be asked to restrict the use of deep baths and Jacuzzis during these conditions. Problems of this nature are seasonal in all hot Mediterranean countries, a consequence of natural causes and it is beyond anyone's control to prevent this type of occurrence.

Electricity

During the summer months the electricity supply can get overloaded and power cuts do occur, so please be selective when using appliances.

Plugs

Most plugs are of the standard continental two pin type, but should you need an adaptor or special fitting you will be able to buy these from local electrical stores or from your departure airport.