

## Responsibilities – Out of Office Hours

### **On Call**

It is preferable if **both** the Receptionist and Warden are on the Park at all times whilst they are 'on call'.

If one person has to leave the Park they must be contactable and must be able to return and respond to an emergency within **5** minutes, the other must remain on the Park at all times.

If both members of staff leave their accommodation (i.e., to visit the Club) they must leave a notice on their door indicating where they can be located.

**Alarm Cover** - At least one person must be able to give immediate response to an alarm. (When security are on site they will respond to the alarms).

**Emergencies** - The Warden and Receptionist must be able to offer assistance at all times to the following:-  
Death  
Fire  
Blocked Drain  
Gas Leak  
Water Burst

(The couple's own discretion should be used in specific areas such as gas being delivered to a caravan where there is a baby).

### **Other Duties**

Office Closing Hours until 10.00 pm

Both the Warden and Receptionist will be required to deal with site problems which the Security are not able to do. Where a problem arises which is too time consuming, impractical or unsafe to complete alone then a quick fix solution should be found.

During holiday periods the Wardens and Receptionists will be required to cover the call for the absent couple.

### General Lock up Procedures

When security are not on duty the Wardens should make a quick tour of the Park facilities at about 10.00 pm to ensure that the premises are safe for the night.

1. The swimming pool doors **must** be checked after the swimming clubs have left.
2. Also check that the following are locked:-

Tourer shower blocks	Builders Yard
Playground	Arcade Toilets
Grunty's	Launderette
Bowling Centre	Boiler House

### Taking Bookings after Office Hours

#### **Tourer Bookings**

When the office is shut, a £20 deposit can be taken for a Tourer. The visitor will be given a toilet block key and asked to park up their caravan and sort out the balance with Reception in the morning. (When Security are on they can do the same but must be informed of the empty pitches by the Receptionist on duty. They must enter the £20 cash deposit into the triplicate receipt book).

#### **Static Bookings**

If visitors have paid **in full** in advance they can pick up the caravan key from the Receptionist (or Security). If the visitor has not paid in full then the Receptionist **must take the payment in full and enter through the computer**. (Security cannot take any money for a static caravan)!

*If you are unsure about any of the above please speak to your Manager.*