

# Welcome To Rockingham Forest Park



## Essential Information Pack

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Click here for:  
[RFP Newsletter 'Guide to What's On'](#)

# Prior to Arrival



# Prior to Arrival



## Finding us:

- Full address: Rockingham Forest Park, Wansford Road, Wansford, PE8 6FR
- An alternative postcode 0.1 miles from our gate: PE8 6PB (Bray Solutions Ltd).
- What3Words: ///digits.bathtubs.afflict



## Beds & Robes :

### Beds:

- Twin beds can **ONLY** be requested for 1 bedroom in a 2-bed lodge, and all bedrooms in The Fotheringhays and The Cottage.
- Bed requests must be made in advance to the reception team.
- Any bed changes requested once on-site are subject to a housekeeping fee.

### Robes:

- Towel robes are provided per guest **ONLY** in our VIP Lodges (only available in one size)
- To hire a robe for Premier range lodges, please contact the outsourced housekeeping team at [housekeeper@rockinghamforestpark.co.uk](mailto:housekeeper@rockinghamforestpark.co.uk)
- Any hired robes will be available to collect and pay for at The Command Post(Bistro) upon arrival.
- Please note this is subject to a £5 housekeeping fee.



## Hiring Essentials:

- Please contact your booking provider to add the following essentials to your lodge:
  - Travel cot
  - Highchair
  - Dog Bowl
  - Dog Bed
- This needs to be booked in advance and will be in your lodge upon arrival, if available.
- The travel cot provided is designed to be used in conjunction with the mattress supplied. Please do not use your mattress.
- The travel cot is designed for children under 2 years.
- It is your responsibility to use any items booked carefully and within the manufacturer's guidelines.



## Gate Access:

- Our Main entrance gate is ANPR operated, so please ensure to email reception all car registration details in advance.
- When you arrive, drive up slowly to the main black gates, and our ANPR system will recognise your car registration provided.
- If there are any issues with the ANPR:
  - Your check-in email includes a gate code.
  - A gate fob is provided with your lodge key.

# General



# General



## Key Contacts:

- Please enable Wi-Fi calling if you are calling via your mobile.
- **Reception:**
  - 01780 432250 or 5100 on your lodge telephone
  - [reception@rockinghamforestpark.co.uk](mailto:reception@rockinghamforestpark.co.uk)
- **Out of hours (only available until 11:30 pm):**
  - 'Assist' button on your lodge telephone
  - 01780 432789
- **Housekeeping (outsourced):**
  - 01780 432810 or 5030 on your lodge telephone
  - [housekeeper@rockinghamforestpark.co.uk](mailto:housekeeper@rockinghamforestpark.co.uk)
- **The Command Post (outsourced):**
  - 01730 777960 or 5090 on your lodge telephone
  - [oaklakestore@gmail.com](mailto:oaklakestore@gmail.com)
- **Landal (booking provider):**
  - 01603 367066



## FAQ Page:

- **Our FAQ page includes a breakdown of all the information needed for The Park and guest resources.**
- Please find any appliance manuals on our FAQ page.
- Please press this link for: [RFP FAQ Page](#)



## Maps:

- Please press this link for: [RFP Lodge Map](#) (All our lodges are located 1 mile from the entrance gate)
- Please press this link for: [RFP Walking Map](#) (Physical copies are available at reception, if preferred)



## Parking:

- Each lodge has at least one dedicated parking space.
- Excess parking is located at the overflow car park by The Command Post (Bistro).
- Please do not park on the grass or in the passing bays.
- All commercial vehicles must park in the overflow car park.
- Please note that Vehicles Parked at the owner's risk.
- We have one Pod Point on-site for two electric cars.
  - Charger Name: Lars-Dean
  - PPID: PG-86270
  - Please note that you must have your own charging cable.
  - Please press this link for more information: [Pod Point Guide](#)

# General



## Check-in:

- Check-in is fully contactless from 4 pm via email - no need to visit reception.
- Reception will send an email titled 'Contactless Check-in', which informs you that your lodge is now ready, your lodge number, a map, and your key safe code.
- Only the lead Booker will receive the 'Contactless Check-in Email'.
- The 'Contactless Check-in Email' is the only way reception communicates that your lodge is ready.
  
- If you arrive early, please park at the overflow car park. Do not park by the lodges as staff will be preparing them for your arrival.
- You are welcome to visit The Command Post (Bistro) for refreshments whilst you wait.
- Both are located 1 mile from the entrance gate through the woods.

**Early check-in is not available.**



## Check-out:

- Contactless check-out is by 10 am.
- Please check out by returning your key to the key safe - no need to visit reception.
- If you have lost your key, the charge for this is £35.

**Late check-out is not available.**



## Reception:

- Opening hours:
  - Monday & Friday: 8:00 am - 4:30 pm
  - Tuesday & Thursday: 8:00 am - 4:00 pm
- The reception is closed on Wednesdays and Weekends.
- The reception is located by the entrance gates, 1 mile from the lodges.
- The reception team are unable to make bookings, amendments or payments. Please contact your booking provider.



## Out Of Hours:

- For your comfort and peace of mind, your lodge is equipped with an 'Assist' button, providing you with direct access to our out-of-hours team, should you require any support during reception closing hours.
- A member of the team will be happy to assist you over the phone or, where necessary, attend your lodge in person.
- If you wish to call from your mobile, please enable Wi-Fi calling.

**Please note that this service is available until 11:30 pm each evening. After this time, the number is reserved strictly for genuine emergencies, to ensure we can respond promptly where urgent assistance is required.**

# General



## Wi-Fi / Wi-Fi Calling:

- The park has little service, so please ensure you join the Wi-Fi.
  - Username (Network): RFP Guest
  - Password: RFPguest
- Please enable Wi-fi Calling. This can usually be done in the settings under phone calls.



## Lodge Telephone:

- Each lodge is equipped with a telephone.
- To call another lodge, please dial 51, then the lodge number and press send.
- If you have someone call your lodge from the intercom main gate, please press 1 whilst they are on the phone and the main gates will open.



## Bluetooth:

- Hold the button on the small white panel down for 4 seconds.
- The blue light should start flashing.
- Make sure Bluetooth is enabled on your phone. To do this, please go to settings on your device, click on Bluetooth, and select the device which matches the code on the Bluetooth panel.
- This should now be connected; the volume is controlled on your device.
- Select your music and enjoy.



## TV:

- The TV's in your lodge are set up as standard with Freeview channels.
- They also offer a Chromecast feature, if preferred.
- On your departure, please log out of any personal accounts you have logged into during your stay.
- We are not liable if you forget to remove your account from any devices.

# General



## Supermarkets:

- We are located between Peterborough City and Stamford Town.
- Stamford Supermarkets, 9 Miles from The Park:
  - Morrisons 2, Uffington Road PE9 2EX
  - Waitrose West Street PE9 2PR
  - Sainsbury's Unit 1 Rhyll Road PE9 1UG
  - Lidl Unit 5 Rhyll Road PE9 1UG
  - Tesco Express 46-51 High Street PE9 2BD
  - M&S Food 41-45 High Street PE9 2BD
- Peterborough Supermarkets, 10 Miles from The Park:
  - Morrisons Lincoln Road PE4 6WS
  - Waitrose Mayors Walk PE1 2AD
  - Sainsbury's Bretton Centre PE3 8DA
  - Lidl Sugar Way PE2 9AY
  - Tesco Extra Serpentine Green PE7 8BD
  - M & S Food Serpentine Green PE7 8BD Aldi Bretton Centre PE3 8DA
  - Asda Rivergate Shopping Centre PE1 1ET



## Banks:

- To find the nearest branch, please press this link: [Yell Bank Options](#)
- Our postcode is PE8 6FR.



## Post Office:

- To find the nearest branch, please press this link: [Post Office Branch Finder](#)
- Our postcode is PE8 6FR.



## Taxis:

- There is no local taxi firm in Wansford.
- However, we are located between Peterborough City and Stamford Town.
- To find the taxi firm that suits you, please press this link: [Yell Taxi Service Options](#)

# Policies



# Policies



## Self-Catering:

- The Park is **FULLY** self-catering.
- Please ensure you bring everything you may need for the duration of your stay.
- Please note we do not replenish towels/linens during your stay. If you wish to replenish linens/towels, please contact housekeeping. This is subject to a housekeeping fee.
- We supply 1 linen set per bedroom, 1 hand towel per bathroom and 1 bath towel per guest.
- Please press this link for a full list of complimentary items we supply and more information on self-catering: [RFP FAQ - Scroll to the 'Self Catering' section](#)

## Prohibited Items / Activities:

- We strictly do not allow the following at The Park, in your Lodge or in the Cottage:

- ⊘ NO SMOKING
- ⊘ NO VAPING
- ⊘ NO E-CIGARETTES
- ⊘ NO FIREWORKS
- ⊘ NO CANDLES OR TEA LIGHTS
- ⊘ NO LANTERNS
- ⊘ NO SPARKLERS
- ⊘ NO BBQ'S

- Please do not swim in any of the lakes.
- Please remember you are in a woodland environment.



NO SMOKING



NO VAPING



NO E-CIGARETTES



NO BBQ'S



NO FIREWORKS



NO CANDLES  
OR TEA LIGHTS



NO LANTERNS



## Speed Limit / Driving:

- Please always adhere to the speed limit of 10mph.
- Please be aware of speed bumps.
- Please do not drive on the grass.
- Please use the passing areas to allow cars to pass, as the road is not wide enough for two vehicles.
- Please pay attention to the road signs located around The Park.
- Please be aware of children and dogs walking and playing.
- Please be aware of wildlife and low lighting.
- The speed limit and speed bumps are there for your safety, the safety of other guests, and our resident wildlife.

# Policies

## Hot Tub Usage:

- Your booking does not include the use of your hot tub on your day of departure.
- On arrival, your hot tub temperature may not be optimal due to the timings of servicing after each stay.
- The hot tub temperature is set to between 38 and 40 degrees. Please refrain from changing this.
- Hot tub maintenance and water quality are checked twice daily by the maintenance team.
- **If you have a bromine allergy, please inform reception before arrival to arrange alternative treatments.**
- Please press the 'Assist' button on your lodge telephone immediately to report faults or unsuitable conditions with your hot tub.

**The lead booker is liable and responsible for their entire party's (including children and dogs) usage of the hot tub and to follow the rules and guidelines outlined below:**

- ⊗ *Do not use the hot tub on your departure day, due to necessary maintenance and water treatment.*
- ⊗ *Do not use the hot tub before 8.00 am or after 11.00 pm.*
- ⊗ *Do not run, jump, or dive in or around the hot tub.*
- ⊗ *Do not use glass containers in the hot tub.*
- ⊗ *Do not smoke in the hot tub (including e-cigarettes).*
- ⊗ *Do not use electrical equipment in the hot tub.*
- ⊗ *Do not allow dogs in the hot tub.*
- ⊗ *Do not eat or drink in the hot tub.*
- ⊗ *Do not use the hot tub if you are pregnant.*
- ⊗ *Do not wear dangling jewellery.*
- ⊗ *Do not use the hot tub if you have had diarrhoea or repeated vomiting within the last 14 days.*
- ⊗ *Do not use foaming agents such as bubble baths, shower gel, or essential oils in the hot tub.*
- ⊗ *Do not use the hot tub during high winds.*
- ⊗ *Do not put your face or head beneath the water to avoid swallowing the water.*
- ⊗ *Do not let children who are unable to keep their faces out of the water use the hot tub.*
- ⊗ *Do not let any children or babies under the age of 5 use the hot tub; this is unsafe due to heat and chemicals.*
- ⚠ *Please shower before and after entering the hot tub.*
- ⚠ *Please seek medical advice if you have any health conditions before using the hot tub.*
- ⚠ *Please respect other guests' privacy and keep noise to a minimum in the hot tub.*
- ⚠ *Please ensure safety regarding entering and exiting the hot tub due to slippery surfaces.*
- ⚠ *Please ensure the supervision of children when the hot tubs are on and the lids are off.*
- ⚠ *Please remove makeup, creams, and fake tan before entering the hot tub.*
- ⚠ *Please be aware that some jewellery and swimwear may become discoloured due to immersion in the hot tub.*
- ⚠ *It is recommended to limit time in the hot tub to 15 minutes before a break to cool down.*
- ⚠ *It is recommended that the hot tub is not used after a heavy meal or alcohol.*
- ⚠ *It is recommended to keep long hair tied up or use a swim hat in the hot tub.*
- ⚠ *It is recommended that contact lenses be removed before using the hot tub.*
- ⚠ *It is recommended that no fewer than 2 people on either side should remove the hot tub lid.*
- ⚠ *It is recommended children use the toilet before entering the hot tub.*

***Any damage to the hot tub or its cover will be charged accordingly.***

## Hot Tub Guide:

- Please close the hot tub lid when not in use to retain the temperature.
- Alternatively, if the temperature feels too warm, leave the hot tub lid off before use to cool it down.
- How to remove the hot tub cover:
  1. Standing at the side of the hot tub, carefully unclip the holding straps
  2. Fold back the front half of the lid
  3. Gently lift the black level bar until it reaches the stop position; the lid will then rest upright.
- If your lid is fully removable, follow the above steps and leave it on the side away from the hot tub.
- To close the hot tub lid, please press the red release button and gently lower it into place.
- Press the 'Assist' button on your lodge telephone to arrange staff support for the hot tub, if preferred.



# Policies



## Pets / Dogs:

- We only allow dogs in the pet-friendly lodges.
  - If you do bring any other pets, you will be asked to leave.
  - The maximum number of dogs per lodge is two medium-sized dogs (no large dogs).
  - We do not accept any dogs on the dangerous dog list.
  - No dogs are to be left unsupervised by you or alone in a lodge. If a dog has been left in a lodge unattended, we will have no option but to report this to the authorities, as this is unsafe for the dog.
  - Please do not take your dog to a lodge that is not pet-friendly.
  - Please do not allow pets in the hot tub or on furniture/beds.
  - Please always keep your dog on a lead and under control within the park.
  - Please clean up after your dog. We have designated dog poo bins allocated around The Park, and we provide poo bags should you require them.
  - Please respect that not all our guests have booked a pet-friendly holiday.
  - Please respect your neighbours and do not let your dog bark excessively.
  - Please be aware that wildlife roam free within the wooded areas.
- 
- Additional charges are made to enable extra cleaning, and pet-friendly lodges are subject to availability at the time of booking.
  - Please contact your booking provider to add the following essentials to your lodge:
    - Dog Bowl
    - Dog Bed
  - It is your responsibility to use these items carefully and within the manufacturer's guidelines.
- 
- If you need an emergency vet, please press this link: [Vets Now](#)
  - If you notice a tick on your dog, please contact a veterinary practice and speak to a professional. A tick looks like a small, dark, oval bug, and you can spot one by feeling a firm, round bump on your dog's skin that doesn't brush off like dirt. They tend to attach themselves to areas around a dog's head, neck, ear, and feet.



## Noise:

- Please respect your neighbours by keeping the noise to a minimum after 11.00 pm.
- Large groups and noisy parties are not permitted.
- Guests causing significant disturbance may be asked to leave.



## Waste Disposal:

- We are committed to a Zero-to-Landfill approach, with a recycling ethos.
- There are four locations at The Park where you can dispose of your general waste, recycling and glass.
- Please use the clear bags for recycling, black bags for general waste and the glass bin for glass waste.



## Lost Property:

- Please email the reception to arrange a return. We will need your booking reference number, date of stay, lodge number, full address, and contact number. Please provide a full description of the item(s).
- Please note that any items of value left behind are stored securely for a period of two weeks. After this time, if the item remains unclaimed or a delivery address has not been provided, it will either be responsibly disposed of or donated to a local charity. We are unable to post medication, at-risk items, or parcels outside of the UK. We cannot accept responsibility for any items once they are in transit.

# Safety



# Safety

## Emergency Information:

- Please enable Wi-Fi calling if you are calling via your mobile.
  - In the case of an emergency, please call 999.
  - If you need medical advice, please call NHS 111.
  - If you need an emergency dentist, please call the NHS 111.
  - If you need an emergency vet, please press this link: [Vets Now](#)
  - Please contact the out-of-hours telephone number for the front gate if required
- 
- Our address for emergency service: **Rockingham Forest Park, Wansford Road, Wansford, PE8 6FR**
  - Our defibrillator location: **RFP Defibrillator** (Located at the corner of Jack's Green, near the bin station)
  - All lodges have their what3words location on the gate.
- 
- If you need a local Walk-in Centre:
    - Peterborough: City Care Centre, Thorpe Road, Peterborough, PE3 6DB  
01733 847000  
Closes 8 pm
    - Corby Town: Corby urgent care, Cottingham Road, Corby NN17 2UR  
01536 202121  
Closes 8 pm
    - Oakham Town: Cold Overton Road, The Rutland Memorial Hospital, Oakham LE15 6NY  
01572 722552  
Closes 6.30 pm.

*Please advise information is correct at time of publication.*



## The Park:

### Woodlands:

- Our woods are ancient woodlands; there is always the potential for cracking or falling branches.
- Please always remain vigilant.
- Ticks can be a possibility in the woodlands. Please contact a health professional for advice.

### Wildlife:

- Our animals are 'wild animals', please respect them by keeping a safe distance.
- Do not feed or touch the animals.
- Please always remain vigilant.

### Lakes:

- There are six lakes on our site; please be careful
- No swimming at any time in any lake.

### Lighting:

- The Park is in the direct pathway of protected bats and is under an obligation to have low lighting.
- Light pollution / artificial light at night can harm wildlife and their environment.
- Therefore, lighting has been kept to a minimum at The Park.
- There is fixed lighting around The Park.
- Please keep to footpaths with lighting to avoid any unnecessary falls or long drops.
- Certain outdoor areas do not have lighting. Please take care when walking in these areas.



# Safety



## Fire Prevention:

- Please remember you are in a forest environment.
- In case of fire, please dial 999 and ask for the fire service. (Please enable Wi-Fi calling if you are contacting them via your mobile)
- Our address for emergency service: **Rockingham Forest Park, Wansford Road, Wansford, PE8 6FR**
- To minimise the risk of a fire, please remember:
  - No smoking, fireworks, lanterns, sparklers or candles.
  - Please use and dispose of disposable BBQ's correctly.



## Disposable BBQ / Hook & Cook:

- To use your 'Hook & Cook', place your disposable BBQ securely on the 'Hook & Cook' BBQ stands.
- The 'Hook & Cook' stands are located on your lodge decking or in the communal 'Hook & Cook' BBQ area
- Disposable BBQs will be available to purchase at The Command Post.
- The Communal 'Hook & Cook' BBQ area is open to all our guests, and we do not offer reservations for the area; it is on a first-come, first-served basis.
- It is recommended to keep a bucket of water, sand, or a fire extinguisher nearby.
- How to safely extinguish a fire in case of an emergency:
  - Use water or sand to extinguish your BBQ.
  - Pour this directly onto the charcoal embers or ash.  
*Be cautious: ash can remain hot even if it appears unlit.*
  - Ensure the BBQ has cooled completely before moving or disposing of it.
  - Allow several hours for full cooling, especially in public areas, before disposing.
- Please follow the safety guidance below when using the 'Hook & Cook' for disposable BBQ's:
  - ⊘ Do not use your disposable BBQ on any surface or area that is not designated.
  - ⊘ Do not use a table or surface, as the bottom of your disposable BBQ will get hot.
  - ⊘ Do not use a disposable BBQ in an enclosed space due to carbon monoxide exposure.
  - ⊘ Do not light your disposable BBQ close to anything flammable like fences, sheds, or trees.
  - ⊘ Do not use your disposable BBQ in extreme weather or winds to avoid igniting a fire outdoors.
  - ⊘ Do not add additional fuel or lighting agents such as spirits, petrol, or lighting fuel to your BBQ.
  - ⊘ Do not refill the tray with more charcoal after use.
  - ⚠ Please use the bins provided in the communal 'Hook & Cook' BBQ area, and leave the area tidy.
  - ⚠ Please light your disposable BBQ with matches or a lighter only.
  - ⚠ Please use long-handled tools to reduce the risk of burns.

# Safety

## Missing Person:

- Please enable Wi-Fi calling if you are calling via your mobile

### Definition of Missing:

- Anyone whose whereabouts cannot be established.
- Considered missing until located or their well-being is confirmed.
- Absence may indicate potential risk of harm.

### Immediate Actions:

- Contact the General Manager immediately: 07714310032
- Contact the Police:
  - Use 101 (non-emergency) or 999 (emergency).
  - **Specify Northants Territory.**
- Do not wait 24 hours; report immediately.
- Have available information to answer operator questions.

### Information to Provide:

- Their full name (Including any known nicknames).
- Their date of birth.
- Their physical description: Height, age, build, hair colour/length, eye colour, markings, or facial hair.
- Any known health conditions: Physical, mental or medical.
- Their mode of travel to The Park: Car type, colour, registration or foot.
- Any known planned activities or destinations during their stay at The Park.
- Their clothing worn when last seen: Colour, type of clothing, headwear, glasses.
- Their time and location when last seen.
- Any known name of the last person to see or talk to them.

### Police Procedures (Depending on Risk Assessment):

- Search home or last known location.
- Attempt phone contact.
- Check mobile/computer.
- House-to-house enquiries.
- Check hospital admissions.
- Review CCTV footage.
- Land and air searches (high-risk cases).
- Media coverage & public appeals.

### Items Police May Request:

- Recent photo.
- Diary, laptop, or mobile phone.
- Bank/credit card details.
- Intentional disappearance information (e.g., family dispute, mental health episode).

### After Filing Report:

- Obtain the crime report number.
- Police actions depend on risk assessment and circumstances.

***Please stay calm; guest safety is paramount.***

