

WHAT TO DO IN A PARK EVACUATION

- Stay calm.
- Comply with any instructions from Pinewoods staff, police and other emergency services.
- If you have a portable radio, tune it to Radio Norfolk and keep it with you (FM 95.1+95.6 or 104.4 Mhz).
- Ensure you are adequately dressed. Pack extra clothes, food, blankets, mobile phone, candles and torches.
- Remember pets, and a dirt tray/newspaper, plus a portable pet carrier.
- Turn off gas and electricity supplies.
- Ensure your neighbours are aware of the situation.
- Leave the park and, if driving, obey the speed limit.
- Proceed to the Fakenham Dry Road B1105 then please proceed to your home address.

NOTE: The safe routes to the Fakenham Dry Road are as follows:

Proceed through the park to the main entrance. Turn right and proceed along Beach Road to the harbour. Turn right, then immediately left into The Glebe. Bear right into Theatre Road, then left into Park Road. Turn left onto the B1105.

Alternatively

Proceed through the park to Goldeneye and exit through the Drift Gate. Turn left and follow the track to the road. Turn right out of Wells. Turn left, on to the B1105, Fakenham Dry Road.

DO NOT TURN BACK INTO WELLS TOWN.

THE ENVIRONMENT AGENCY FLOOD WARNING SYSTEM consists of codes with the following meanings:

- **FLOOD ALERT:** Flooding is possible. Be prepared!
- **FLOOD WARNING:** Flooding is expected. Immediate action required!
- **SEVERE FLOODING WARNING:** Danger to life!

An all clear will be issued when flood alerts or warnings are no longer in force and flood water levels are receding. Seek advice and check all is safe to return. Further information can be found at flood-warning-information.service.gov.uk/warnings or call the **24-hour Floodline on 0345 988 1188** or **type talk on 0345 602 6340** (for the hard of hearing).

SIRENS

At Pinewoods a siren system will be used to indicate the need to evacuate from risk areas. If you hear your siren, move as quickly as possible to your exit route.

ROUTES

In a flood emergency, Wells-next-the-Sea residents will be provided with a rescue centre. Unfortunately Pinewoods holidaymakers are not residents, so are asked, if safe, to leave the town of Wells. The aim is to reduce the number of people within the danger zone. If the Fakenham Dry Road is flooded, alternative exit routes will be issued. If all exits are in danger of flooding or are flooded the rescue centres will provide for those unable to leave. Pinewoods staff or the police will provide this information.

HOLIDAY HOMES

In the event of a flood, your holiday home is in danger of flooding. When it is safe to return to the park, a member of staff will assess the damage and contact any owner with damages.

PLEASE WAIT for somebody to get in contact with you.

We understand that it will be a time of concern but, as you will appreciate, it will take time to contact all relevant people. We will contact owners when it is safe to return to the park.

INSURANCE

Compass Insurance will be contacted immediately and will deal with any claims, so please wait to be contacted directly. If you insure elsewhere, you will need to process your own claim.

REMEMBER

- Always call the emergency services to deal with flooding.
- Do not enter deep, fast-flowing water (6" of water can knock you off your feet and 2ft will float a car). Manhole covers may have come off and there may be other hazards you cannot see.
- Do not try to swim through fast-flowing water – you could be swept away or struck by a floating object.
- Do not walk on sea defences as they may breach or collapse. Also beware of stones and pebbles being thrown up by waves.
- Avoid contact with floodwater which may be contaminated with sewage.

IN THE EVENT OF GAS LEAKS OR SUSPECTED LEAKAGE

- Extinguish all naked flames or ignition sources.
- Turn off all gas appliances.
- Do not turn on or off any electrical equipment.
- Shut all valves on tanks or cylinders and emergency control valve outside holiday home by turning clockwise.
- If the leak is indoors, open doors and windows to increase low level ventilation (LPG is heavier than air).
- **IMMEDIATELY NOTIFY:** the gas supplier; Pinewoods (tel: 01328 710439) and/or the 24-hour emergency CALOR line (tel: 08457 444 999).

IN THE EVENT OF FIRE

- Please call the emergency services (fire service) on 999 immediately and inform them that LPG vessels are on the premises and people are in danger.
- Our location is **Pinewoods, Beach Road NR23 1DR**
- The gas supply should be turned off if safe to do so.
- Please sound the alarm which can be found at fire points around the park. Fire points contain fire extinguishers and their locations are marked on the park maps in a red circle.
- If you have a tourer, please do not attempt to hook up your caravan and tow away, you should evacuate the area on foot.
- Adjacent static or touring caravans/motorcaravans must be evacuated and people instructed to stay in a safe place.
- Contact: Pinewoods Reception 01328 710439 or Pinewoods Security Mobile 07941 019782 after you have called the fire service.