

### **Welcome to Gala Policies**

**To ensure everyone has a safe, enjoyable, and memorable experience, we kindly ask you to take a moment to review our guidelines. These rules are designed to protect our beautiful environment and ensure the well-being of all visitors.**

**Thank you for your assistance and enjoy your visit.**

### **General Guidelines**

- Please follow the Scottish Outdoor Access Code.
- To ensure everyone enjoys their visit, please avoid any behaviour that might annoy, offend, or distress others.
- Help us protect the environment by not damaging or removing any plants, trees, or structures.
- Please use the litter bins provided to keep the area clean.
- For everyone's safety, avoid activities that could endanger people or property.

For the following, please get written permission from Scottish Borders Council first:

- Sell or hire items or services,
- Engage in commercial activities (like dog walking, photography, or fitness training),
- Organise public discussions, parades, or demonstrations,
- Put up posters or notices,

### **Wildlife and Habitats**

- Let's protect wildlife by not disturbing animals, birds, or plants.
- Please don't remove any wildlife, plants, or timber (except for personal foraging or educational pond dipping - where items must be returned).
- Avoid damaging trees or plants.
- Refrain from using metal or mineral detecting equipment.
- Please don't release sky lanterns or balloons.
- For your safety, please avoid walking on the pond's island or when the water is frozen.

### **Dogs and Horses**

- Please clean up after your dog and keep them under close control.

- Ensure horses are ridden, trained, or exercised responsibly, following the Code.

## **BBQs and Fire**

- Due to the sensitive nature of the site please do not use disposable BBQ or light open fires.

## **Cycling**

- Enjoy cycling responsibly and follow the Code.

## **Motor Vehicles**

- Only authorised motorised vehicles are allowed around the site and must be driven at under 10mph (this does not apply to prams and wheelchairs used for carrying children or people with a disability).
- Avoid using motorised toys or models in a way that disturbs wildlife or annoys others.

## **Further Information or reporting an Issue**

- **Non-Emergency Crime:** If you need to report a crime that doesn't require an immediate response, please call **101**.
- **Emergency:** For emergencies, always dial **999**.
- **Council Support:** For general enquiries or support, contact the Scottish Borders Council
  - Permissions for site use: [www.scotborders.gov.uk/events-venues](http://www.scotborders.gov.uk/events-venues)
  - Customer Advice and Support Service:
    - **Phone:** 0300 100 1800 (during office hours)
    - **Email:** CustomerAdvice@scotborders.gov.uk
- **Urgent Issues (Outside Office Hours):** Call **01896 752111** for urgent matters outside of office hours.