



[LiveWild@thameswater.co.uk](mailto:LiveWild@thameswater.co.uk)



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## Friends Of Thames Water Nature Reserves Membership Conditions

We look after a number of special places and through our 'Friends' scheme we hope to provide the opportunity for you to enjoy the reserve. All of them have some form of special designation (e.g. SSSI) and perform an important function as a wildlife refuge due to the relative lack of disturbance, as a result of controlled public access.

The purpose of these conditions is to ensure that the nature conservation integrity of our reserves is not compromised by unsympathetic access. Please review the following conditions as part of your Friends membership application and comply with them on all visits to our reserves.

1. All persons entering the reserve must be in possession of a valid Friends Members' Card (or temporary version on email). If you wish to bring a guest/s, please contact the Nature Reserve Manager in advance.
2. Access to our reserves is on foot with vehicle access only permitted to car parks (there is no car park at Crossness). No motorised transport, toy or bicycle is permitted on the reserve, except for Crossness NR which permits bicycles.
3. Access is only for our nature reserves, there is no access to any of our operational sites.
4. Access to our nature reserves is allowed from dawn to dusk although we reserve the right to close all, or sections of, the reserve at any time for any reason. We will do our best to promote these closures to members.
5. Please ensure that all gates (vehicle and pedestrian) are kept closed and always locked, these include gates into our car parks. Where applicable, any electric vehicle gates you pass, please ensure they close behind you before driving off to prevent tailgating.
6. Please remember to follow bird hide etiquette and enter the bird hides quietly and keep voices down so that others can continue to enjoy bird watching. Don't forget to close bird hide windows and ensure the door is closed as you leave.
7. Each member under the age of 16 years must be accompanied by an adult member, who is responsible for their conduct. Please ensure there is no loud behaviour and no children's bikes or scooters.
8. Access to most of our reserves is gained via security key code panels on entrance and bird hide gates. Security codes on these gates will be changed from time to time. Where possible, all members will be notified at least seven days in advance of such changes. Farmoor NR is open access and does not require access codes.
9. It is forbidden for members to pass on security codes or access details to non-members or anyone banned from site. Anyone found sharing codes in this manner will have their membership revoked.
10. Membership cards (or the temporary email version) must be produced for inspection at any time when requested by our staff or volunteer wardens. Membership is not transferable.
11. Your 'Friends of Membership' allows access to the other Thames Water nature reserves by arrangement with the Nature Reserve Manager of your primary site. These include Kempton NR, Hogsmill NR, Crossness NR, Beckton NR, and Farmoor NR.



12. Whilst on the reserve you and any guests must stick to the designated paths and comply with all directional signage and any directions and instructions given by our staff or volunteer warden relating to the wildlife present, our land, buildings and property. In some cases, the wider area of our nature reserves, access is provided by public right of way and signposted accordingly.
13. Except where public footpaths cross them, there is no general access to the grazing land. Please stay on the paths.
14. All of our sites include some form of deep water i.e. pond, lake or reservoir, please be careful at all times. Direct access to the water's edge is off limits and all members must keep to designated paths. Entering the water for any reason is strictly forbidden.
15. Please notify us of any change of address or contact details to ensure we hold the correct information for you for correspondence, our newsletter and updated security codes.
16. At Thames Water we support diversity and inclusivity, where everyone, staff or visitor, is treated with respect and value, irrespective of their age, disability, gender, race, religion or belief. Thames Water policy is to provide a supportive environment where everyone can thrive, and we do not tolerate bullying or harassment of visitors or staff on our sites.
17. We will not be liable for any loss, damage or injury to members or their property.
18. The following are not allowed on the reserve without the express and specific permission of the Reserve Manager:
  - Leaving litter or anything else, that may contaminate the reserve.
  - Release of any animal or wild plant into the reserve.
  - Removal of any plant or species without permission.
  - Interference with any apparatus, wildlife or grazing animals.
  - Bringing dogs and other animals onto closed NR sites (unless assistance dogs in agreement with Nature Reserve Manager). Where public footpaths permit dog walking, they must be kept under control and on a lead and away from grazing animals. Please clean up any mess where dogs are permitted.
  - Entering the water for any purpose.
  - Fishing is not permitted on any of our nature reserves.
  - Entering upon any part of the reserve other than by the paths or other means of access provided and signposted.
  - The lighting of any fire.
  - Shooting, harming or trapping of any animal.
  - Any other activity inconsistent with the quiet enjoyment of the nature reserve and the protection of its wildlife interest.
19. We reserve the right to refuse admission to any member or withdraw membership for any reason including non-compliance with these conditions. Please let us know of any cases in which the conditions are infringed.

If you have any questions about these conditions please email [livewild@thameswater.co.uk](mailto:livewild@thameswater.co.uk)



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