

The following rules of occupation are for the good of the Park management and the benefit of all who use it. The rules have not been compiled to place unnecessary restrictions on visitors. We are sure that, provided the rules are accepted in the right spirit, our Resort will continue to be a happy community.

1. The Caravan Owner, (caravan shall mean caravan or lodge) the Tenant and any other occupier of the caravan on the Park must all agree, as a condition of entering the Park, that the Park Owner shall in no way be responsible for, or liable in respect of injury to, or loss or damage to himself and/or such other persons who may occupy the caravan or visit the Park unless caused by a negligent act or omission by the Company or its employees. The Company will not be liable for any injury, loss or damage to any property, including motor vehicles, personal effects or luggage, however caused or sustained.
2. The Caravan Owner and any occupier must abide by Health & Safety Legislation issued by the appropriate bodies, especially in connection with L.P.G. and Electrical Appliance operation and maintenance. We reserve the right to enter the pitch/accommodation to carry out essential maintenance. Every endeavour will be made to limit any inconvenience. Annual safety tests where required are obligatory. Occupiers are responsible for ensuring that electrical, gas, water and sewer installation and appliances comply at all times with the requirement of the regulatory Authorities. The occupier is responsible for all services after the point of connection to the Park Owners services. No alterations or additions may be made to any services, connections or installations without the park owner's consent in writing.
3. Under Local Authority provisions and company policy, no person or family shall occupy any accommodation on the Park continuously for more than 28 days during the period the Park is open. The Holiday Caravan may only be used for holiday purposes and therefore cannot be used as a main residence. The Park Owner may request copies of council tax and utility bills from their permanent residential address and monitor usage to ensure that the park is only used for holiday purposes. Post may not be delivered to the park for owners except in exceptional circumstances and therefore will be returned to sender.
4. We have a legal obligation to adhere to and enforce Health & Safety legislation. Because of this and for your own safety and welfare, not all facilities will be available to everyone. Please read through the important Health & Safety Information leaflet detailing restrictions at the Resort. This leaflet is attached to the park rules and should be read in conjunction with your agreement and the park rules.
5. The Park seasonal opening dates are as per your pitch licence agreement.
6. Dogs must be kept on a lead at all times and must not be allowed to foul the park. Bins are provided should this occur. The owners of any dogs found not on a lead or causing a nuisance to any other person, may be asked to leave the Park without compensation. A maximum of two dogs will be permitted per pitch unless express permission from the park owner is sought in writing. There are dog walk facilities available. We reserve the right to refuse certain breeds of dogs we consider inappropriate for a family park. If in doubt, please ask.
7. All refuse or litter must be deposited in the recycling areas around the resort, as part of our sustainability policy all owners are expected to sort and separate waste into the correct bins. In particular, the area surrounding each caravan should be kept clean and tidy by the occupant. Any brick or metal and non-compactable material should not be deposited in the recycling areas, please contact the holiday home sales office who will direct you on how to dispose of it. Domestic appliances and any other controlled waste must be disposed of correctly at the local recycling centre (off site), if left on the park a charge will be made for the disposal and you will be liable should any controlled waste be disposed of incorrectly. Waste must not be brought onto the site from another address and disposed of on the park.
8. No open fires, the use of fireworks, the flying of kites or drones are permitted; Bar-B-Q's may be used in compliance with manufacturer's instructions, must be in a self-contained unit above the ground and should not be operated within 3m of any caravan, building or shrubs. Do not leave BBQs unattended. Disposable BBQ's must be allowed to cool fully and doused with water before disposal to prevent fire risk in bins.
9. No tents, Awnings, Motorhomes, or touring caravans may be used at a static caravan pitch. Large Paddling Pools/Swimming pools/Hot Tubs are not permitted on the park. Small paddling pools must be emptied at the end of each day and moved from the turfed areas.
10. No caravans shall be used for sleeping more persons than the number for which it was designed. Sleeping in cars is prohibited.
11. The Caravan Owner must provide the Park Owner with a spare set of keys that will be kept in a secure logged system in reception.

Admission/Security

12. In the interest of security, admission to the Park when open, is requested between 8.00am and 8.00pm, (5.00pm Nov - Feb). When the Park is closed, please ring during office hours to make an appointment to visit. For licensing purposes, all Family members that use the caravan are required to be registered (max 12 per caravan) and privilege cards may be required to use certain facilities such as the bars, entertainment, swimming pool and the hire department. Your cards should be carried with you at all times, Caravan Owners are required to have a photograph taken and stored against their card to validate their identity upon entry to facilities. These do not guarantee admission to any facility. The cards remain the property of Holiday Resort Unity and are strictly non transferable. They are not a suitable form of ID, should ID be requested in licensed premises, a passport, photo driving license or Portman proof of age card must be shown. The caravan owner may also register 6 vehicle registration numbers with the park; the park will then provide a means of entry for these vehicles. The management reserves the right to refuse admission.
13. Names of pass holders and vehicle registrations held on the system cannot be swapped or changed throughout the season, it is intended that each pass will last for several years and will only be replaced free of charge through fair wear and tear. The names of privilege card holders and vehicle registration numbers may be changed only at the park owner's discretion and to allow for circumstances such as death and marriage (you may need to provide documentation). The replacement of lost or damaged cards will incur a £5 administration
14. The Park Owner reserves the right to refuse admission or request the departure of any caravans, vehicles or persons which do not conform to reasonable standards or abide by our regulations without compensation including persons who may have sub-let a caravan. The caravan accommodator/owner/occupier is responsible for the conduct of children, pets and visitors in his/her custody. All visitors (those people not holding a privilege card) are required to report to Reception and obtain the appropriate pass or authority to enter, where a small charge will be made. Daytime entry expires at 6pm and overnight guests shall pay an additional fee.

15. No groups of single sex parties or groups under the age of 21 are permitted unless authority is obtained from the Park Owner in writing. If authority is obtained, a 'Good Behaviour' deposit of £20, (TWENTY POUNDS), per head is required. This will be refunded on departure provided the Park Rules have been observed.

Noise & Nuisance

16. Musical instruments, stereos or any other devices / behaviour must not be used to cause a nuisance to others, especially between the hours of 8.00pm and 8.00am. Disorderly behaviour will result in expulsion from the resort without compensation. Should the noise or nuisance be caused by owners / privilege card holders of accommodation with an agreement under the Caravan Sites Act, the occupants will be asked to leave the Park forthwith and the owner of the accommodation will be served notice in accordance with the pitch agreement. The resort has a zero-tolerance policy towards noise and nuisance.
17. It is forbidden to carry any weapons or other objects likely to give offence. The use of BB guns is not permitted on the Park.
18. If a criminal offence or any illegal activity is committed whilst on the park or by owners, guests or registered persons themselves elsewhere this may result in the termination of the pitch agreement.

Vehicles

19. All vehicles must be driven carefully on the Park, not exceeding the speed limit of 15 mph or 5mph around buildings. The Park is classed as a 'Public Place' and as such, road traffic regulations apply, (such as driving under the influence of alcohol, drugs etc).
20. Un-taxed and disused vehicles must be removed from the Park forthwith. All vehicles must be taxed, insured etc, and driven by holders of a current driving licence. All cars are parked entirely at the owner's risk. Vehicles may not be left at the park during the closed period each year or parked on grassed areas for long periods of time.
21. Vehicles must be parked to the side of the roads and where possible within the pitch boundary. A maximum of three cars for holiday caravans can be parked adjacent to any caravan and only if they cause no obstruction or take any other space allocated to other caravan owners. Where there is no space or room for vehicles these must be parked in public car parking areas or as required by the Park Owners.
22. Commercial vehicles / vans are not routinely permitted on the resort unless in exceptional circumstances and written permission from the park owners should be obtained.
23. Parents are required to supervise their children at all times and in particular during play, riding bicycles /scooters and other similar equipment. The principles of the Highway code should be followed. No ball games are permitted around caravans or buildings except, please use the designated play areas.
24. Electrically or petrol operated scooters, bikes, hover boards (except taxed motor bikes) etc, with the exception of disability aids, are not permitted on the Resort and are subject to the Road Traffic Act.

Pond Fishing

25. A licence from the appropriate authority is required for all those who wish to fish the pond. All children under 14 must be accompanied by an adult. No ground bait or keep nets are allowed, no fishing after dusk, no boats/dinghy or swimming allowed. Follow the rules on the notice boards at the pond. Report catches to reception to help monitor this facility.

Play Area

26. All children must be accompanied. Follow the rules on the signs in place. No play after dusk

Subletting

27. All arrangements for the sub-letting of holiday caravans are the sole responsibility of the Caravan Owner or Letting Agent, subject to the conformity to Park Rules and the Park Owners agreement with the Caravan Owner. Any complaint regarding the letting caravan from tenants will render the caravan liable to removal from the sub-let list. All letting caravans must conform to the English Tourist Board standards. All keys are to be collected from Reception with an authorisation form from the Caravan Owner/Letting Agent between the hours of 10am and 5.00pm. There will be a compulsory charge for all visitors / hirers which is detailed on the authorisation form unless the caravan owner purchases unlimited passes from reception which will cover all visitors to the caravan in that season.
28. Holiday Resort Unity reserve the right to inspect all caravans whose owners wish to sub let in order to confirm the compliance to Tourist Board and park standards. All sub-letting caravans must have an annual inspection of both Gas & Electrical appliances in order to comply with Health & Safety Regulations.
29. The caravan owner may appoint a letting agent (who must be approved by the park owner) to sub let the caravan on their behalf.

Caravan Sales

30. Please refer to your license agreement which clearly sets out the selling procedure. Please note your obligations in relation to this and consult the caravan sales department who will advise you. In the interests of visual amenity "For Sale" signs in privately owned caravans are not permitted.
31. All sales will be conducted in accordance with the terms in the caravan owner's license agreement which is produced in association with the British Holiday and Home Parks Association (BH&HPA) and which has been vetted by the Office of Fair Trading.

Pitch

32. For the avoidance of doubt, the boundary of the pitch, (for Holiday Homes), shall be the area of the concrete slab plus the area of grass by the main entrance door to the adjoining caravan. Any fences erected next to the adjoining caravan must be 2ft away from the caravan, of wooden palisade construction, brown in colour and must not be more than 1 metre high. The adjoining Owner is entitled to a right of way over the grass area to maintain the caravan, electricity and drainage to their pitch. Some areas of the park are designated as non-fenced pitches, in these areas no items may be installed, placed or planted outside the caravan with the exception of on the decking and only the storage box provided with the caravan / lodge is permitted in these areas and must remain the same colour as supplied. WARNING - Please note there may be service cables underground on your pitch including the garden at varying depths. Therefore, do not dig down into the ground under any circumstance without seeking the park owner's advice.

33. Any pitch enhancements or alterations such, fences, skirting, decking, sheds or storage boxes must not be added to your pitch without the Park Owner's permission in writing, application forms are available from holiday home sales. No further timber decking / sheds or patios are permitted to be installed on the park. On pitches where fences are permitted, the owners of the fence will be responsible for the cutting of the grass within the pitch and must kept less than 4 inches in height and strimmed within 6 inches of the external side of the fence. Failure to do so may result in the removal of the fence to facilitate the cutting of grass and a charge made for the removal and cutting. Failure to do this may result in the park owner cutting the grass for you and making a charge. The park owner offers a chargeable grass cutting service should you require it please enquire. The park has a list of approved contractors for most work including decking and fencing and owners may select from any of the approved contractors. The quotation and approval of the work will all be handled via us including method statements and liability insurance.
34. Where sheds are erected (max one per pitch), the shed must not be more than 6ft x 4ft of metal or plastic construction, securely anchored down and must be placed so as not to cause a nuisance to the next caravan and at least 5 metres away. Prior approval in writing is required. No outbuilding / shed may be connected to any services and therefore no electrical appliances such as washing machines, dryers, fridges or freezers may be installed.
35. The planting, lopping or topping of trees and large shrubs is also subject to the Park Owners consent. In the interests of visual amenity and health & safety the park owner may maintain or remove such items at its discretion.
36. The Caravan Owner is responsible for the removal and associated costs of; fences, sheds, steps, patios and the like including any other goods stored at the pitch on the sale of the caravan if they are deemed unsuitable for further use on the pitch by the park owner.
37. Windbreaks, gazebos, small paddling pools, flags, artificial plants and screening etc should not be detrimental to the appearance of the park and must be taken down at sunset daily. Washing lines shall not be left out and when in use must be screened from public view as far as possible.
38. The caravan owner is responsible for ensuring that the pitch is kept tidy and presentable at all times.
39. The underneath of caravans should be kept clear so all services can be easily accessed at anytime and so that the caravan could be removed from the pitch in an emergency.
40. Any loose items on your pitch must be securely anchored to prevent weather from moving it and damaging other caravans and property especially in the closed period. Store garden furniture inside the caravan. Trampolines and other play equipment such as swings and slides are **not** permitted on the park.
41. The caravan owner must seek the written permission from the park owner to allow any contractor or work to be carried out by other parties on the park. The park has a variety of approved contractors (decking, fencing etc) who we will be pleased to arrange quotations from. In the interests in visual amenity and health and safety we reserve the right to restrict these contractors and product specification accepted. If agreed copies of insurance cover and relevant qualifications will be required, the park owner reserves the write to refuse admission. No alterations or extensions may be made to any of the park services (gas, water, electricity or other cabling / ducting) by anyone other than persons who are employed by the park owner.
42. CCTV may only be used internally within caravans / lodges (but not where sub-letting is permitted) or externally where it covers only the pitch boundary. Due to data protection it cannot cover any part of any other areas outside the pitch boundary including neighbouring caravans. This includes any form of device with a camera.
43. Electric vehicle charging facilities are provided on the park. For health and safety reasons no vehicle is permitted to be charged at the pitch using the supply that is intended to supply the caravan or lodge.
44. Air conditioning / heat pumps may not be installed to any caravan. Twin unit lodges may have this fitted subject to electrical capacity being available and to the park owners approval in writing prior to any installation commencing. The owner will be responsible for removal and disposal of the equipment.

Complaints Procedure

If you are dissatisfied, your dissatisfaction must be taken up with the Reception Manager in the first instance. If he/she is unable to resolve your problem, an interview will be arranged with a Director, or a letter should be left marked for the attention of the Managing Director. In all instances, any dissatisfaction must be reported before departure from the Resort.

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