



Park Rules

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 Park will continue to be a happy community.

1. The Caravan Owner 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. Gas Bottles remain the property of the supplier and there is to be no more than 2 cylinders per pitch, which must be secured to prevent them from falling over. When a refill is required, cylinders must be exchanged using the park facility, no foreign gas cylinders are to be bought onto the resort. Occupiers are responsible for ensuring that electrical, gas, water and sewerage 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 Owner's services. No alterations may be made to any service connections/installations without the park owner's consent (see point 37).
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. The Park Owner may request copies of Council Tax and Utility Bills of a permanent address to prove the park is being used for holiday purposes. Post may not be delivered to the park for owners except in exceptional circumstances.
4. We have a legal obligation to adhere to and enforce Health and Safety legislation, because of this and for your own safety and welfare, not all facilities will be available to everyone.
5. The Park opening times are: 1st March to 30th November.
6. Dogs must be kept on a lead at all times and should a dog foul on the park the dog owner is responsible to clear it up and use the bins provided. The owners(s) of any dog(s) 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. We reserve the right to refuse certain breed of dogs we consider inappropriate for a family park. If in doubt please ask at Reception.
7. All compactable refuse or litter must be deposited in the dustbin bays or recycling areas. The Park Owner will make a charge for anything that is not compactable. 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 be taken to the area designated by the park owner, there may be a charge for this. The Park Owner provides recycling facilities and Owner's are required to make use of these facilities wherever possible in order to help achieve recycling targets. 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.
8. No open fires or the use of fireworks or the flying of kites/drones are permitted. BBQ's may be used in compliance with manufacturers instructions, must be in a self-contained unit above the ground and should not be operated within 3 metres of any caravan, building or shrubs. Do not leave BBQs unattended. Disposable BBQs 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 pool/Hot Tubs are NOT permitted on the park. Small paddling pools must be emptied at the end of each day and moved from turfed areas.
10. No caravan 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.
12. 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 sublet a caravan. The caravan accommodator/owner/occupier is responsible for the conduct of children, pets and visitors in their custody. All visitors are required to report to reception and obtain appropriate authority to enter.
13. Only families are permitted to stay on the Park. No groups of single sex parties unless authorised from the park owner in writing.

Noise & Nuisance:

14. Musical instruments, stereos or car stereos must not be used to cause a nuisance to others, especially between the hours of 8pm and 8am. Disorderly behaviour will result in expulsion from the park without compensation. Should noise or nuisance be caused by the owners 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 park has a zero-tolerance policy towards noise and nuisance.
15. 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.
16. 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:

17. All vehicles must be driven carefully on the park, not exceeding the speed limit of 15mph 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 etc).
18. Untaxed and disused vehicles must be removed from the park forthwith. All vehicles must be taxed, insured etc and driven by holders of a current full driving licence. All vehicles are parked entirely at the owners risk.
19. Vehicles must be parked to the side of the roads and where possible within the pitch boundary. A maximum of one car 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 they must be parked in public parking areas or as requested by the Park Owners.

20. Commercial vehicles are not routinely permitted on the park unless in exceptional circumstances and written permission from the Park Owners obtained.
21. Parents are required to supervise their children at all times and in particular during play with bicycles, scooters and other similar equipment. The principles of the highway code should be followed. No Ball Games are permitted around caravans or buildings.
22. Electric or petrol operated scooters/bikes (except taxed motor bikes) including Hoverboards etc, with the exception of Mobility aids, are not permitted on the park and are subject to the Road Traffic Act.

Subletting:

23. All arrangements for the subletting of holiday caravans are the sole responsibility of the caravan owner or letting agent, subject to the conformity of the Park Rules and the Park Owners agreement with the Caravan Owner. Any complaints 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 to be collected from reception with an authorisation form from the caravan owner/letting agent between the hours of 10am-5pm.
24. The park owner reserves the right to inspect caravans that sublet to ensure they are to a good standard. If we receive complaints regarding the standard or cleanliness then the caravan maybe removed from the sub-let scheme. There is a charge for owners of caravans that sub-let which will be confirmed each year. All sub-letting caravans must have an annual inspection of both Gas and Electrical appliances in order to comply with Health and Safety.
25. The Caravan Owner may appoint a letting agent, approved by the park owner in writing, to sublet the caravan on their behalf.

Caravan Sales:

26. Please refer to your Licence Agreement which clearly sets out the procedure for selling. Please note your obligations in relation to this and consult the Caravan Sales Office who will advise you. In the interests of visual amenity "For Sale" signs in privately owned caravans are not permitted.
27. All sales will be conducted in accordance with the terms in the caravan owners licence agreement which is produced in association with the British Holiday & Home Parks Association (BH&HPA) .

Pitch:

28. For the avoidance of doubt, the boundary (for holiday homes), shall be the area of the concrete slab plus the area of grass by the main entrance door up to the adjoining caravan. Any fences erected next to the adjoining caravan must be 2ft away from the caravan, of wooden picket construction only, brown in colour and must not be more than 1 metre high. The adjoining Owner is entitled to right of way over the grass area to maintain the caravan, electricity and drainage to their pitch. 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 garden under any circumstances (see point 29 for pitch alterations/enhancements).
29. Any pitch enhancements or alterations including fences, patios, skirting, decking, artificial grass or sheds must not be added to your pitch without the Park Owner's permission in writing. Application Forms (Pitch Enhancement Form) are available from Holiday Home Sales. No further timber decking or sheds are permitted on the park. Where fences are permitted, the owners of the fence will be responsible for the cutting of the grass on both sides of the fence. Failure to do so may result in the removal of the fence to facilitate the cutting of the grass and a charge made for the removal and cutting.
30. 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 3 metres away. 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.
31. 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.
32. The Caravan Owner is responsible for the removal and associated costs of fence, 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.
33. Windbreaks, gazebos, small paddling pools, flags 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.
34. The caravan owner is responsible for ensuring that the Pitch is kept tidy and presentable at all times. The grass in any fenced garden must be maintained and kept less than 4 inches in height and the grass on both sides of fences must be strimmed. Failure to do this may result in the park owner cutting the grass for you and a charge made.
35. 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.
36. Any loose items on your pitch must be securely Anchored to prevent weather from moving it and Damaging other caravans and property. Trampolines are NOT permitted on the park.
37. 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 maybe required, the park owner reserves the right 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.

Complaints Procedure

If you are dissatisfied, your dissatisfaction must be taken up with the Sales Manager in the first instance. If they are unable to resolve your problem, a meeting can be arranged with a Director or a letter should be left marked for the attention of the Operations Director. In all instances, any dissatisfaction must be reported as soon as possible.