

Park Rules and Code of Conduct for Licensees of a Holiday Home Pitch

General

1. The Caravan/Lodge may be occupied for holiday use only for the permitted season as advised to you by us. Caravan/Lodges may not be occupied outside this period. Central Facilities and entertainment will be available from time to time at the discretion of Park Holidays UK Limited.
2. For the avoidance of doubt your Licence Agreement shall not create the rights or obligations of a landlord and tenant in respect of your occupation of a pitch or the Caravan/Lodge.
3. Any accident on the Park must be reported to the management of the Park as soon as reasonably possible afterwards.
4. Park Holidays UK Limited takes the security and well-being of our staff seriously. In carrying out their work, our staff have a reasonable expectation of privacy and the right to be free from abuse and exposure to risk. Recording, filming or taking photographs of our staff is not permitted unless incidental to personal filming for personal viewing, or with our specific written consent. You may not publish any recording showing or identifying our staff without our express permission. Our staff (and we on their behalf) reserve the right to seek all appropriate remedies if we believe this rule has been or is likely to be breached.
5. Use of the Park and its facilities is conditional upon these rules being properly adhered to and all persons conducting themselves with due regard for the Company, its employees, and the well-being and comfort of others including:
 - a. All persons, including other Caravan/Lodge owners, their guests and tradesmen must act in a courteous and considerate manner towards our staff and contractors. Verbal or any other form of abuse or insults will be considered a serious breach of these rules and your Licence Agreement and is unacceptable and likely to lead to termination of your Licence Agreement.
 - b. All persons, including Caravan/Lodge owners, their guests and tradesmen must not act in a way which interferes with or causes prejudice to Park Holidays UK Limited.

Your Pitch

6. The Pitch Number must be displayed on the Caravan/Lodge in a position that makes it easy to read from outside the Caravan/Lodge.
7. You are not permitted to display a 'For Sale' notice anywhere inside or outside the Caravan/Lodge; any owner wishing to sell their Caravan/Lodge privately should advertise on the notice board provided in the sales office.
8. The area surrounding the Pitch is to be kept clear of ornaments, pot plants and other ancillary items. Garden furniture must be stored away when not in use. Additionally, you must not create a flowerbed to grow vegetables or flowers or in any way to create a garden, a hedge, plant banks, bunds or a shrubbery.
9. The Pitch must be kept in a reasonably tidy state and condition and free of rubbish and/or other debris.
10. Grass mats or synthetic grass of any type should not be used to cover, in part or in full, the accessways to the Pitch/Caravan/Lodge or be placed on a deck of a Caravan/Lodge.
11. Buildings, tents or fences will not be allowed to be erected on the Park and no boats, jet-skis and/or trailers shall be kept by the Caravan/Lodge, on the Pitch, or in unapproved areas, save only where the written consent of the General Manager of the Park has been given to do so.
12. Any external storage box must be of metal construction to a maximum size of 5ft high, 6ft wide and 3ft deep. A maximum of two storage boxes are permitted per pitch, all ground works for which must be undertaken by the Company or a contractor approved by the Company.
13. The use of windbreaks, gazebos and similar items shall only be permitted at the discretion of the General Manager, in an approved position and only where spacing between the Caravan/Lodges allows. Such items shall be taken down each evening and when otherwise required by the General Manager, for health and safety reasons or if the item is causing a nuisance. The erection of such items shall be at your own risk and must not be placed in such a position that may cause damage or interfere with park services or interrupt other owners' reasonable access to any other caravan/lodge.
14. No washing lines (rotary or otherwise) are to be used. You may use only clothes airers and these must be put away each night and when not in use.

The Caravan/Lodge

15. The Caravan/Lodge shall not be used as sleeping accommodation for more persons than it is designed to accommodate.
16. Fitted wheels must not be removed from the Caravan/Lodge.
17. Television aerial poles are not permitted on the Caravan/Lodge or the Pitch. Television aerials, including digital satellite dishes (if applicable) may be affixed to a Caravan/Lodge with the written permission of the General Manager who shall consider the nature and siting of such equipment, and its impact upon the appearance of the Park. Our permission will not be unreasonably withheld or delayed.
18. No fixed telephone lines may be installed in caravans/lodges.

Safety

19. No flammable items may be stored under the Caravan/Lodge or decking.
20. Every Caravan/Lodge should be fitted with a fire extinguisher and battery-operated smoke alarm (and where possible, a Carbon Monoxide detector alarm) fitted in an appropriate location.
21. Chip pans and deep fat fryers must not, under any circumstances, be used in caravans/lodges as such apparatus represents a serious fire hazard.
22. Open fires and barbecues are not permitted on certain Parks. Please check with the General Manager. If permitted, they must only be used in a position on the Pitch only, previously agreed with the General Manager.
23. A maximum of two Gas bottles per Caravan/Lodge may be left outside on the Pitch and must be placed on hard standing in such a position as may be designated by the General Manager whose decision shall be final.

Post

24. You may not use the Park address for postal deliveries. Deliveries will not be accepted by the Park Office/Reception.

Park Facilities

25. The facilities at each Park are open at the discretion of the General Manager.
26. You must follow the rules and procedures displayed around the Park, for the use of any facilities provided.
27. You are responsible for the safety of any child in your care. Under no circumstances are unaccompanied children allowed to use park facilities including any swimming pool or paddling pool. Children in your party must always be accompanied by a responsible adult, who must ensure that any rules and procedures for use of the park facilities are always followed.

Security and access to the Park

28. Some of our parks operate security barriers at the main gate. To gain access you will need a fob. A holding deposit is charged for all fobs (original, additional or replacement). Replacement fobs are issued at the General Manager's discretion from reception. A record is kept of the Caravan/Lodge number and name of purchaser, when any security fob is issued.
29. During the closed season you may be able to access the Park and your Caravan/Lodge whilst the Park Office and/or Sales Office are open, which is usually during daylight hours. Please call ahead to check. Your Caravan/Lodge might not have services connected to it during the closed season and in any event, you are not permitted to stay overnight.
30. The Company reserves the right to close the Park completely, if necessary, for maintenance, repair or replacement of the essential services to the Park or in the event of adverse weather conditions or for any other reason without notice or right of compensation where it may be necessary for health and safety reasons. In such circumstances you shall be required to leave your Caravan/Lodge and/or the Park until further notice.

Trees, shrubs and other planting on the Park

31. No trees or parts thereof, shrubs, plants or turf shall be cut down, removed or damaged or interfered with in any way.
32. For health and safety reasons, you may not lay loose stones, gravel or other aggregate on the Pitch or any part of the Park. You may however lay paving slabs if you have obtained written permission from the General Manager, and the work is of an acceptable standard. Permission will not be unreasonably withheld.
33. Caravan/Lodge owners or their visitors must not enter any neighbouring fields or property except when using designated public footpaths or bridleways. Fences and gates must not be climbed or damaged in any way.

Vehicles, driving and parking

34. No vehicle must exceed the speed limit displayed at the Park.
35. All vehicles must keep to the roadways provided and must not cause an obstruction. Accessways to the Caravan/Lodge should always be kept clear for access and in the case of emergency and/or for site works. Unless the Pitch has designated parking bays/spaces for more than one vehicle, not more than one vehicle may be parked by the Caravan/Lodge on the hard-standing space provided, where such parking is permitted. You must not park a vehicle in front of or beside the Caravan/Lodge unless this is the location of your designated parking bay/space. All other vehicles must be parked in the Parking Areas on the Park if there is enough space. All parking instructions given by Park Staff must be strictly observed.
36. Vehicles must be taxed, insured and meet the requirements of the Road Traffic Act. Untaxed and un-roadworthy vehicles must not be kept on the Park. We reserve the right, following the service of a written notice sent to the owner, to arrange removal of such vehicles. The cost of arranging removal will be payable by the owner.
37. All drivers must hold a full current driving licence and have appropriate insurance for driving on public roads.
38. You are not permitted to give anyone driving lessons on the Park.
39. Where Car Badges are required on the Park they must be clearly displayed.
40. Other than for loading and unloading, you must only park a motorhome, touring caravan or campervan in a designated place on the Park.
41. Other than for delivering goods and services, you must not park or allow parking of commercial vehicles of any sort on the park, including:
 - a. light commercial or light goods vehicles as described in the vehicle taxation legislation and
 - b. vehicles intended for domestic use but derived from or adapted from such a commercial vehicle.

Refuse

42. You are responsible for seeing that all domestic refuse is deposited in the refuse containers provided subject to the requirement that all recyclable material shall be put in the appropriate refuse containers if provided for this purpose. Non-domestic refuse may not be disposed of on the Park.

Pets

43. Not more than 2 dogs or cats per Caravan/Lodge will be permitted. In any event no dangerous dogs as defined by the Dangerous Dogs Act or any amending legislation are permitted to come on the Park.
44. Any pet or animal you bring must be supervised by and under the control of you, or of a responsible adult in your party, at all times.
45. If you do not supervise and control any pet or animal, we are likely to ask you to remove it from the Park straight away.
46. If you see another pet or animal anywhere on the Park which does not appear to be supervised by and under the control of a responsible adult, or whose behaviour gives a cause for concern please tell us straight away.
47. You must not exercise dogs on the Park, unless there is a specified area allocated for this purpose.
48. You must clean up if your animal defecates on the Park.
49. Your Licence Agreement contains undertakings not to cause any nuisance, undue noise or disturbance. These extend to the behaviour of pets and animals.
50. All dogs must always be kept on a short lead whilst on the Park.
51. Pets must not be permitted to cause a nuisance.
52. Nothing in these Park Rules prevents you or any member of your party from bringing an assistance dog to the Park, or from using the dog exactly as at home, if this is required to support a disability and Assistance Dogs UK or any successor body has issued an Identification Book or other appropriate evidence.

Wild animals and fish stock

53. The collection of eggs of wild birds, trapping animals or birds or worrying any animals or birds is forbidden. All legislation relating to wild animals, birds, plants and trees must be respected.
54. Where applicable, fishing on Parks with lakes or ponds is permitted subject to separate rules available at Park Reception.

Fire safety

55. You may not use fire hoses for any improper purpose such as washing cars or boats.
56. You must ensure that all occupants of your Caravan/Lodge are familiar with the location of the Fire Points and the contents of the Fire Notices displayed at each point.

Recreation

57. You may only play ball and other games within the confines of your pitch and in the areas set aside for recreation.
58. You may not fly kites on the Park.
59. You may not use drones, powered model aircraft or any other powered flying objects on the Park.
60. Where we allow access to wooded areas or fields or on coastal sections of our parks as part of your recreational enjoyment of the Park you should take all necessary precautions and respect any guidance and/or signs when accessing these areas to avoid hazards, examples of which are:
 - a. trees or branches falling in windy weather and/or in prolonged hot weather;
 - b. land which may be subject to heave or landslip, and therefore unstable or unsafe particularly after a prolonged period of rain;
 - c. insect bites (for example tick bites) which may present a health risk.

Behaviour

61. You should respect the privacy of other Caravan/Lodge owners and keep noise to a minimum between the hours of 11pm and 8:30 am with absolute quiet between 12pm and 7.00 am.
62. You must finish any party by 11pm.
63. You may only consume alcoholic drinks within the boundaries of your Pitch or on the Park's licensed premises.
64. You must not use any Chinese lanterns or similar on the Pitch or the Park.
65. You may not ride bicycles, scooters, skateboards, roller blades, micro-scooters or micro-cars (or similar) so as to cause a nuisance or undue noise.
66. In the event of persistent or serious misconduct by you, a member of your family, your occupiers' visitors or guests, we will follow any relevant notice procedures in the Licence Agreement. We do not have to follow any formal procedure to eject other visitors.

Enclosure of pitches

67. We do not permit the erection of fences or any means of enclosure of a Caravan/Lodge Pitch.

End of season

68. It is your responsibility to drain-down and prepare the Caravan/Lodge for the closed season.
69. You must ensure all gas, electricity and water connections are switched off throughout the closed season.
70. During the closed season we recommend that the curtains of your Caravan/Lodge are drawn back, and all items of value removed.

Installations

71. If you experience any problem with the Park's electrical, gas or water system, you should contact us. You must not attempt to work on any part of the Park's electrical, gas or water system yourself; this includes any installations on the Pitch.