



Westbrook

– Country Holiday Park –

Park Rules and Conditions

These rules are intended to ensure everyone gets maximum enjoyment from their stay. They cannot cover every eventuality, but if you are ever in any doubt, please ask. Please read the following carefully. Remember that anyone visiting you, or staying in your Holiday Home is your responsibility and they must also adhere to the rules of the Park.

(These rules serve all of our Parks, and some points may not be applicable to all.)

- **Speed Limits:** The park Owners may restrict the movement of cars at any time, without prior notice. The speed of all wheeled vehicles (this includes bicycles) is not to exceed *5mph* and they may be driven only by persons authorised to drive and in possession of a current driving licence (not provisional) issued under the road traffic acts, together with a current Insurance Policy covering the vehicle being driven. Do not drink and drive on the park, as far as the law is concerned our roads are treated as public highways.
- **Cars:** One car per Holiday Home/Tourer to be parked by the side of each unit not at the front or the rear, unless otherwise stated. When the weather is wet please endeavour to park in a designated car park area. All visitors' cars to be parked on the car park area. All visitors must report to reception on entering park.
- **Park Staff:** All of the Park staff have full authority to enforce any rules as necessary.
- **Park Security** We do have CCTV covering the Park, but it is not infallible. Please be security conscious with your car, belongings and valuables. All visitors are to report to reception and state how long they will be visiting. If you see anyone acting suspiciously around the Park or if you see someone you know should not be on the Park, please inform a member of Staff.
- **Noise:** The Park has a peaceful environment, please do not disturb others with unnecessary noise from cars, televisions, musical instruments etc. which should be played at a volume not to be audible to adjoining caravans, tents and Holiday Homes.
When returning to you Holiday Home/Tourer at night, please respect others who may be sleeping. Remember voices carry a long way at night. Persistent offenders will be asked to leave the Park.
- **Children:** Parents/Guardians must supervise their children at all times whilst on the Park.
Children must not be outside after dark without adult supervision.
Children must be accompanied when using the washing and toilet facilities, and must not play around these facilities or the Fire Points.
- **The River:** The river can be a dangerous place, and it is the responsibility of Parents and Guardians to ensure that their children are supervised. Do not allow your children to play in the river.
- **Cycling:** Bikes are only allowed to be ridden to and from the playing area in a safe and considerate manner. Parents are responsible for their child's behaviour and actions and we urge all parents and guardians contemplating bringing bikes to the park to impress upon their children the dangers to themselves and others, and to consider other people who are also on holiday. There are children's play areas and fields where children can play in safety.
No cycling around the front entrance and reception area.
No scooters skateboards or roller skates permitted on the park roads.
- **Ball Games:** All ball games including 'Swing Ball' are to be played in the designated Play Areas only, not around any pitches or roads.
- **Dogs and other Pets;** Dogs are only permitted on the Park if kept under control at all times and on a lead. Unsociable or dangerous dogs are not permitted and the Park owners reserve the right to refuse certain breeds of dogs. Do not leave your dog unsupervised at any time, or in the charge of young children. Do not allow your dog to annoy your neighbours or foul around the Park. If you wish to let your dog off the lead on the riverbank please make sure that they are under control.
Please clean up after your dog at all times. Doggie bins are provided. Please ensure your dog has a current annual vaccination. If your dog is noisy and unsocial you will be asked to remove it from the Park and it will not be permitted to return, dog owners may also be asked to leave the park.
Other pets at the park owner's discretion.
- **Privacy:** Please respect the privacy of others on the park and use the roads and paths to gain access to other areas of the park. Do not take shortcuts between pitches.

- **Countryside Code:** Please respect the surrounding countryside, farmers, farmland and livestock.
- **Campfires:** Campfires are not permitted. Raised barbecues are allowed. The use of firearms and fireworks or the making of open fires is not permitted.
- **Ground Sheets:** ECO friendly types (breathable) only on grass pitches.
- **Gazebos:** Gazebos are not allowed on any of the pitches on the park.
- **Awnings:** (tourer customers) Awnings are permitted only during your stay on pitch.
- **Pup tents:** Only with the park owner's permission and to be paid for as per set price band.
- **Departure time:** For tourers and tents is 11.00 am, or an extended stay until 5pm may be booked for an additional fee if available. Please ask at reception.
- **Fire Safety:** Every holiday home and tourer should be fitted with a fire extinguisher of the powder type, and a smoke alarm, these should be checked regularly. Please ensure you are familiar with the fire points. The number of persons permitted to stay in a Holiday Home/Tourer/tent must not exceed that of which the unit can accommodate in berths.
- **Sub Letting:** Is strictly forbidden. Other members of the family, or friends use should be with the park owner's knowledge and consent. Spare keys will only be released from reception to owners of Holiday Homes/Tourers, or on instruction from the owner. The owner must be the main user.
- **No Excavation** may be carried out.
- **Flower Tubs:** Are restricted to front and door side of Holiday Homes or tourers. Please keep at least 8" from edges of slabs or kerbs for mowing.
- **Household refuse:** To be deposited in bins provided. No external dustbins allowed. We can only accept household rubbish and garden rubbish. Please endeavour to make use of the recycling bins whenever possible.
- **Park Improvements:** We continually strive to improve the park and to comply with new health and safety laws you may find that there is development work on going in certain areas and maintenance work or housekeeping tasks are undertaken in and around your accommodation.
- **Closed season:** If you intend to visit your Holiday Home during the closed period please ring reception at least 48 hours before and you will be advised if you are able to visit. You cannot stay overnight during the closed period.
- **Gas bottles:** Must be kept in the storage box, not outside.
- **Storage Boxes:** If you are on piped gas you may store garden furniture etc in this box. One box only per Holiday Home. **NO** goods are to be stored under Holiday Homes.
- **Gas Supply:** Each Holiday Home and tourer should have **two** cylinders (if not connected to piped gas). Please only ask for gas supplies during reception opening hours.
- **Concrete Slabs:** (Holiday home only) Are provided by agreement and laid by management. No additions to be added by Holiday Home Owners. No supplementary structure of wood, canvas or any other material may be erected to a Holiday Home or tourer.
- **Frost Precautions:** *Ask one of our maintenance team to demonstrate the 'Drain Down Procedure' to you. Drain down or a reconnection service is available for a fee upon request at reception. Insurance companies do not cover frost damage if drain down has not been adequate.*
- **Holiday Home and Tourer Maintenance:** Holiday Homes and tourers must be kept good condition and maintained to the high standards of the Park. If a caravan is deemed by the owner of Park to be in an untidy or poor condition, notice may be given to change. It is recommended that the Holiday Homes and Tourers are cleaned at least once a year, we also recommend that all gas and electric appliances are serviced on an annual basis. It is important for Holiday Home owners to check your gutters are clear of leaves, especially if you have down-pipes as these are easily blocked with debris.
- **Pitch Tidiness:** The Tourer/ Holiday Home owner is responsible for the tidiness around the unit. No storage items are to be kept under the unit. All electric, TV cables and water containers to be put away after each visit. Please obtain prior approval before doing any work around your pitch, i.e. shrubs, tree planting, trellis, fencing, statues, flags and borders. Satellite dishes, gazebos, patio heaters are not permitted.

The Park owners reserve the right to change or modify these rules at any time without giving prior notice.