



PARK RULES AND CONDITIONS

These rules are intended to ensure everyone gets maximum enjoyment and benefit out of their stay. They cannot cover everything, but if you are ever in any doubt, please ask. Please read the following carefully. Remember that anyone visiting you at the Park is your responsibility and they must adhere to the rules of the Park.

'The Park' refers to: All Staff, Management and Owners of Trelay Holiday Park.

Caravan Owners, Tourers & Visitors: are required to comply with the regulations of the Site Licence as issued by Herefordshire Council, the Health & Safety Executive and/or any other statutory Authority or enactment.

Caravan Owners: Are responsible for ensuring that their unit has valid and current insurance (a quote can be obtained from reception). That all electrical, water and gas appliances comply, at all times, with the requirements of the Regulatory Authorities. We also recommend these are serviced on an annual basis.

Sub Letting (Renting Out): of your Caravan is strictly forbidden.

Speed Limits: 'The Park' may restrict the movement of vehicles at any time, without prior notice. All vehicles please observe the 'one way system' when on the Park. The speed of all wheeled vehicles (this includes bicycles) is not to exceed 5mph and they may only be driven by persons authorised to drive and in possession of a current MOT, 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. Joy-riding of Motorbikes is strictly forbidden on the Park.

Visitors: Other members of your family, or friends using your unit should have prior permission from reception. For security & safety reasons please provide reception with written notice of your intentions to allow others to use your unit and in any event, the number of persons in occupation shall NOT exceed the manufacture's specified number of berths. Spare keys will only be released from reception to owners of Holiday Homes/Tourers on instruction from the owner of the Holiday Home/Tourer. The Holiday Home owner must be the main user. Visitors MUST sign in EACH TIME they visit the Park as we must know who is on site AT ALL TIMES.

Children: Parents/Guardians are responsible for the supervision of their children, at all times in any area 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 be allowed to play around these facilities or Fire Points.



Dogs and Other Pets: Dogs are only permitted on the park if kept under control at all times and on a SHORT lead. Unsociable or dangerous dogs are not permitted and 'The Park' reserves 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 them to annoy your neighbours or foul areas around the park. Please clean up after your dog at all times. Dog waste bins are provided. Please ensure your dog has a current annual vaccination. If your dog is noisy and unsociable 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 are at 'The Parks' discretion.

Noise: The Park has a peaceful environment. Please do not disturb others by unnecessary noise from vehicles. TV's, radios, hi-fi systems, musical instruments or other such appliances should NOT be played at a volume to cause a nuisance to others, especially between the hours of 10.00pm and 8.00am. When returning from the local inns 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.

Parking: One car per Holiday Home/Seasonal Tourer to be parked in the allocated parking areas and NOT on the grass, unless otherwise stated. Cars must be kept to authorised parking areas and roads must not be obstructed. All visitors' cars to be parked in the allocated parking areas (NOT on the grass). All visitors must report to reception before entering the main park. Commercial vehicles/Motorhomes/Touring Caravans (storage) are not permitted to remain parked on the Park. (Where a motorhome is used as the main transport for the holiday home owner this vehicle can only be parked in the allocated space).

Cycling: Bikes are only allowed to be ridden to and from the toilet block and in playing fields, in a safe and considerate manner. Parents are responsible for their children's behaviour and actions and we urge all parents and guardian's contemplating bringing bikes to the Park to impress on their children the dangers to themselves and others, also to consider other people who are on holiday. NO CYCLING around the front entrance and reception area. NO scooters including electric scooters (excluding Disabled Aids), skateboards or roller-skates permitted on the park roads.

Ball Games: All ball games including 'swing ball' are to be played in the designated areas only, not around pitches or roads.

Countryside Code: Please respect the surrounding countryside, farmers, farmland and livestock. Please make sure you close all gates behind you.

Campfires: Are not permitted. Raised barbeques are allowed. The use of fireworks or the making of open fires is not permitted.



Gazebos: Are only permitted if booked and paid for in advance at 'The Parks' discretion.

Awnings: (Touring Customers) are permitted only during your stay on your allocated pitch.

Pup Tent: Are only permitted if booked and paid for in advance at 'The Parks' discretion.

Washing Lines: Are not permitted to be used on the park.

Departure Time: For Tourers/Motorhomes/Tents is 11.00am, an extended stay until 5.00pm may be booked for an additional fee. Please enquire at reception.

Commercial Vehicles: Are NOT permitted to come onto the Park, this includes supermarket deliveries.

Commercial Enterprise of Business: Or any such activities are NOT permitted on the Park without prior permission of Management.

Guns, Firearms or any other Offensive Weapons: Are not permitted on the Park under any circumstances.

Use of Toilet Block(s): Static Holiday Home Owners/Occupiers are NOT PERMITTED to use the Men's or Ladies toilet or shower facilities situated in the main toilet block(s). This rule does not apply to Owners of Seasonal Tourers.

Fire Safety: Every Holiday Home and Tourer/Motorhome should be fitted with a fire extinguisher of the powder type, a smoke alarm and a carbon monoxide sensor alarm, these should be checked regularly. The number of persons permitted to stay in a Holiday Home/Tourer/Motorhome must not exceed the capacity of the manufactures recommendation for the unit in question. Please ensure you are familiar with the *fire points* on the Park, which should only be used for emergencies, for which they are intended.

Holiday Home and Seasonal Tourer Maintenance: Holiday Homes and Seasonal Tourers must be kept in a sound and clean condition and maintained to the high standards of the park. No alteration or addition is permitted without prior approval of 'The Park'. If a caravan/pitch is deemed by 'The Park' to be in an untidy or poor condition notice may be given to charge the Holiday Home/Seasonal Tourer owner for the work(s) required. It is recommended that the exterior of your Holiday Homes and Seasonal Tourers are cleaned at least once a year. Hose pipes are not to be used. It is important for Holiday Home owners to check their gutters are clear of leaves, especially if you have down-pipes as these are easily blocked with debris.



Alterations: Any alterations to the structure of the caravan will only be permitted with the approval of Management and where permitted, must be of a design, size and standard, approved by Management.

Pitch Tidiness: The Holiday Home/Seasonal Tourer owner is responsible for the tidiness around their unit. No storage items are to be kept under the unit. All electrical, TV cables and water containers are to be put away after each visit. Please obtain prior approval before doing any work around your pitch, i.e. shrubs, tree planting, erecting trellis, balcony and decking. Gazebos, patio heaters, fencing, flags and statues are not permitted. If you are unsure, PLEASE CHECK WITH RECEPTION.

Frost Precautions: Drain down or re-connection services are not available from the park. Insurance companies do not cover frost damage if drain down has not been adequately implemented.

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 ongoing in certain areas and maintenance work or housekeeping tasks are undertaken in and around your accommodation.

Gas Bottles and Supply: Each Holiday Home should have two gas cylinders and it is the responsibility of the Holiday Home Owner NOT a member of staff to check gas levels of bottles. Please order and pay for your gas bottle(s) during reception opening hours ONLY, **You will not be able to purchase gas bottles at any other time.** Gas bottles not purchased from the Park which are not correctly disposed of (e.g. returned to the original supplier or taken to the local refuse site) will incur a charge of £50.00 per bottle. Under no circumstances should the Gas Bottle be chained to the Caravan.

Storage Boxes: One box only per holiday home, in dark green only is permitted. No goods whatsoever to be stored under Holiday Homes.

Televisions & Aerials: Caravans Owners should obtain the consent of Management before erecting an outside T.V aerial or satellite dish. Televisions should be licenced as appropriate by law.

Concrete Slabs: By written agreement ONLY. No supplementary structure of wood, canvas or any other material may be erected to a Holiday Home or Tourer.

Flower Pots/Solar Lights: Are restricted to front and door side of holiday home/seasonal tourer. Please keep at least 4 inches from sides of slabs or kerbs for mowing.



Household refuge: To be deposited in bins provided. No external dustbins allowed. We can only accept household rubbish, general recycling and garden rubbish (in the correct bins, as provided) located on the side of Toilet Block No.2. Any scrap metal/furniture/batteries/electrical items, etc. must be taken home or to the local council refuse point.

NO Lopping, Felling, Damage or Removal of shrubs/trees or any other plants within the Grounds of Orleton Rise Holiday Home Park. If you wish to plant, this must be agreed prior to planting with reception and once planted becomes the property of the Park.

Closed Season (Holiday Home/Seasonal Owners): 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 or not (the main gate WILL BE LOCKED). If you intend to have servicing/internal works carried out you must personally accompany the engineer/tradesmen during their attendance (a member of staff will not supervise any works on your behalf). You cannot stay overnight during the closed period.

Sale of Static Holiday Homes: Holiday Home Owners wishing to sell their Static Holiday Homes must notify the Management in writing of their intention. No unauthorised signs shall be displayed.

Privacy: Every endeavour should be made to respect the privacy of others on the park. Please use the roads and paths to gain access to other areas of the park. DO NOT take shortcuts between pitches.

Park Staff: All of the Park staff have full authority to enforce any rules and regulations as necessary.

Park Security: All visitors are to report to reception and state how long they will be visiting. Do not leave valuable items lying unattended outside Holiday Homes, Tourers, tents or motorhomes, especially at night. 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. Always clear your Holiday Home of all valuables during the closed period and do not leave valuables on show.

THE MANAGEMENT RESERVE THE RIGHT TO EVICT ANY PERSONS (TOGETHER WITH ALL MEMBERS OF THEIR PARTY) FROM THE PARK IN BREACH OF THESE SITE RULES, OR WHO BEHAVE IN SUCH A MANNER TO CAUSE OFFENCE TO EITHER OTHER VISITORS OR STAFF MEMBERS WITH NO REFUND OF FEES PAID.

'THE PARK' RESERVES THE RIGHT TO CHANGE OR MODIFY THESE RULES AT ANY TIME WITHOUT GIVING PRIOR NOTICE.