



**Lucksall**  
Holiday Park

## **Holidaymaker Booking Terms and Conditions for Lucksall Holiday Park**

### **Part 1 - Your Booking**

#### **Access Statement**

1. We aim to provide the very best service to all our guests. Please discuss your requirements with us. We will do our very best to help. Our full Access Statement is available on our website ([www.lucksallpark.co.uk/.....](http://www.lucksallpark.co.uk/.....)). If you need these Terms and Conditions and our Booking Form in a different format, please ask us.

#### **Park Owner** (referred to as “we/us/our”)

Business Name: Orleton Rise Park Ltd

Address: c/o Lucksall Holiday Park, Mordiford, Hereford, HR1 4LP

Telephone: 01432 870213

Email: [info@lucksallpark.co.uk](mailto:info@lucksallpark.co.uk)

#### **Park Details**

Name: Lucksall Holiday Park

Address: Lucksall Holiday Park, Mordiford, Hereford, HR1 4LP

Telephone: 01432 870213

Email: [info@lucksallpark.co.uk](mailto:info@lucksallpark.co.uk)

#### **Who May Stay With Us**

2. The person who completes the Booking Form, or who makes the booking with us by other means, is responsible for the booking and must be 18 years of age or older.
3. Only the people named on the Booking Form, or when the booking is made by another means, may stay with us.
4. Your booking is personal to you and you cannot assign or transfer it to any other person.
5. If you request a booking for more than two people, we may ask you to provide evidence to our reasonable satisfaction that you are all couples or all members of the same family.

6. If you request a booking for more than one Pitch, then we may contact you before deciding whether to accept the booking to help us decide whether we are able to provide the holiday experience you are looking for.
7. You must tell us if your booking request is connected to any other booking, for example because you know the other party or you share a common purpose in visiting the Park. If you do not tell us about a connection, we may cancel your booking immediately and (if your stay with us has started) require you to leave the Park.

### **How To Book**

8. Bookings can be requested in the following ways:
  - 8.1. You may use: the Provisional Online Booking Form
  - 8.2. By phone on: 01432 870213
  - 8.3. In person at: Lucksall Holiday Park, Mordiford, Hereford, HR1 4LP
9. You must tell us your full requirements, for example if you are bringing any vehicles, tents or other structures. We need this information when deciding whether we are able to accept your booking and we may not be able to accommodate changes. Where we are able to do so, there may be an additional charge.
10. A contract exists when we have issued our confirmation to you.
11. Please check our confirmation carefully to see that it reflects your wishes. Please let us know of any difference within seven days, unless your holiday is to start within 14 days in which case you should inform us within 24 hours.
12. We reserve the right to refuse any booking.

### **The Price You Pay**

13. Our prices include VAT.
14. The price will not be subject to any change unless the rate of VAT changes.
15. When you request your booking, you must pay a deposit of £30.00 per pitch for Touring or Camping or £50.00 per unit for Glamping. Please note all deposits are non-refundable.
16. If a Provisional booking has not been secured with a deposit after 7 days from receipt of the initial enquiry the provisional booking will be removed from our systems.
17. The balance is then due 14 days prior to arrival. Therefore, bookings made within 14 days of arrival date will require full payment at time of booking. Please check your booking confirmation carefully at the time of receiving and notify reception straight away if there are any errors.
18. Please make sure that you book all the dates you need. We are not able to guarantee that we will be able to extend your booking.

### **Special Requests**

19. Please let us know if you have any special requirements when making your booking and we will do our best to accommodate your needs.

20. Similarly, please let us know when you book if you will be celebrating something special while you are with us, and especially if you are planning to have a party. We want to make sure your plans will fit in with the environment of our park, so we would need to approve this before taking your booking.

### **Arrivals and Departures**

21. **Touring & Camping** – You may arrive from 1.00pm and you must vacate your pitch by 11.00am on the day of your departure. A late stay may be available - please enquire at time of booking or at reception on arrival for availability and fees.
22. **Glamping** – You may arrive from 2.00pm and you must vacate your unit (including returning the keys to reception by 10.30am on the day of your departure).
23. You must tell us if you are likely to arrive later than 6.00pm. You may not arrive after 7.00pm. If you're planning to arrive after 6pm or are running late, please let us know so we can make arrangements for your arrival.
24. If we have not heard from you within 24 hours of your expected arrival, we may release your booking.
25. We will try to allocate you the location of your choice on the Park, but bookings are not conditional on this.
26. Your location on the Park and directions to it will be confirmed on arrival. If you are in any doubt, please check with us. Any guest staying in the wrong location may be required to move.

### **Changes Caused by Exceptional Circumstances**

27. We may make reasonable changes to our Services. Our changes may reflect changes in relevant laws, guidance and regulatory requirements or implement minor technical adjustments and improvements, for example to address a health and safety risk.
28. If we make changes which mean we can only provide your holiday in a radically different way, we will give you the choice between confirming your booking, agreeing new booking dates with us or cancelling. We prefer that you postpone rather than cancel but will always allow you to cancel where the law gives you the right to do so.
29. If the law prevents us from performing our obligations under these Terms & Conditions at all, for any reason which is not the responsibility of either party, we may ask you to postpone but will allow you to cancel if you prefer to do so. For these purposes, reasons which are your responsibility include any arising from your personal circumstances. Examples are ill health (except if the law prevents you from visiting or staying with us in consequence, for example because you are legally required to self-isolate) and any restrictions arising from your chosen career.
30. If you decide to cancel where clause 28 or clause 29 applies and your holiday has not started, then we will refund your booking including any deposit. If your holiday has started, then we will refund any days unused. We will not charge an administration fee, and we will only deduct any costs we have already incurred which we cannot recover elsewhere ('Direct Costs'). We will not be liable to make any other payment to you.
31. We may also cancel your holiday, or any unused days, if Government guidance means that you should not visit or stay with us, even if the law still allows you to do so. If we cancel and your holiday has not started, then we will refund your booking in full including any deposit. If your holiday has started, then we will refund in full any days unused when we cancel. We will not charge an administration fee and we will not deduct any Direct Costs.

## **Other Cancellations**

32. All payments taken are non-refundable.
33. We hope you don't end up cancelling your booking. But if you do, the Park will require a cancellation notice via email or telephone call (not including voicemail).
34. We prefer that customers who are unable to take their holiday agree to postpone to a mutually convenient date. However, you may cancel your holiday at any time. Cancellation will be effective on the date it is received by us.
35. You are not entitled to any refund if you or any of your guests leave before the end of your holiday, unless clause 28 or clause 29 applies or if we are in serious breach of our obligations in these Terms and Conditions. If we are in serious breach of our obligations, we will refund you for the days of the holiday which have not been taken.
36. We may also cancel your holiday if you breach any of these Terms and Conditions. Clauses 68 - 69 give further details.

## **Amending Your Booking**

37. We understand that you may want to make changes to your booking and we want to give you the best experience we can. So, if you decide to change your booking, we'll try our best to meet your needs. Please note, what you want may cost more and will be subject to availability.
38. Excessive amendments may incur an administration charge.
39. You may not, under any circumstances, transfer your booking to anyone without our consent. We will not consent to a transfer where the person or party concerned does not meet our requirements.

## **Altering Your Booked Dates**

40. If you provide us with more than 72 hours' notice, we can amend your arrival date within the next 12 months of your original arrival date. If you don't have a date in mind, we can put your credit on hold; you can then redeem this credit for any booking arriving within 12 months of your original arrival date. Failure to redeem your credit in this time frame will result in the forfeit of this amount.
41. Amending the date of your booking within 72 hours of your arrival date will count as a cancellation and will result in the forfeit of any payments you have made for your booking.

### **Shortening the Length of Your Booking Before Your Arrival Date**

42. If you decide to shorten the length of your stay with us prior to your arrival, we kindly ask that you notify the Park as soon as possible. If you provide us with more than 72 hours' notice, depending on dates (not during peak time) we may be able to reduce the number of nights required; you may then redeem any payments for additional nights no longer required, as a credit towards another booking arriving within 12 months of your original arrival date. Failure to redeem your credit in this time frame will result in the forfeit of this amount.
43. If you provide us with less than 72 hours' notice, you will forfeit all monies for the nights you no longer require.
44. If you shorten the length of your stay with us when a minimum night booking policy is in place, you will forfeit all monies for the nights you no longer require.

## Shortening the Length of Your Booking After Your Arrival

45. We hope you enjoy your time away and don't want to leave early, but we understand that customers sometimes wish to leave the Park earlier than initially planned. We kindly ask that you notify the Park of your intention to leave early as soon as possible. If you decide to leave early refunds will not be offered. In exceptional circumstance payment for any unused nights may be put as credit for you to redeem against a future booking withing 12 months.

## Booking Confirmation

46. Your booking will be confirmed in writing once a deposit has been received. This could be in the form of an email if an email address is specified. Email addresses might also be used by ourselves for marketing purposes but WILL NOT be passed onto third parties.

## Insurance

47. We recommend that you consider appropriate holiday insurance which covers any cancellation charges and any additional losses which you may incur through cancellation of your holiday, whether by you or by us. We are only responsible for any additional losses if you were entitled to cancel because we were in serious breach of our obligations to you and the losses were both directly caused by our breach and reasonably foreseeable by us when the booking was made.

## Authorised Means of Payment

48. By credit or debit card in person at the Park office or by phone. Please note we do not accept American Express.
49. Via our online payment platform (Opayo, previously Sage Pay) a link will be set via email

## Complaints

50. We are confident you will be happy with our service. If you have any complaint, we encourage you to discuss it with us as soon as possible as this gives us the best chance of resolving it with you. If you remain unhappy, please contact us again within 7 days of your departure and we will try to help.

Please refer to:

Lucksall Park Reception

01432 870213

info@luckallpark.co.uk

## Personal Data

51. Any personal data you give to us will be processed in accordance with the law and our privacy policy.
52. Our Privacy Policy can be found here: ([www.lucksallpark.co.uk/.....](http://www.lucksallpark.co.uk/.....))

## Our Promises to You

53. We will allow you to stay with us for the duration of your booking for holiday and recreational purposes, provided you comply with your obligations in these Terms and Conditions and except where exceptional circumstances prevent us from doing so.
54. We will provide, maintain and keep in good state of repair the Services, except where these have to be interrupted temporarily for the purposes of repair or development or for other reasons caused by exceptional circumstances outside our control.

55. We will insure the Park against usual third-party risks.

### **Your Promises to Us**

#### **You agree that you will:**

56. Keep to these Terms and Conditions and the Park Rules.

57. Stay with us only for holiday and recreational purposes.

58. Pay promptly for your holiday and other charges due to us.

59. Pay to us interest at 3% per annum over the published base rate of Barclays Bank plc from time to time (in Northern Ireland, the Ulster Bank) on any undisputed sums overdue from the due date to the date we actually receive such amounts from you, both before and after any judgment that we may obtain against you.

60. Not cause any damage during your holiday.

61. Not do or fail to do anything which might put us in breach of any condition of the Site Licence, which is always available on the Park in a conspicuous place. For example, the conditions of the Site Licence which may affect you include those requiring the space between caravans and other structures to be kept clear, those prohibiting combustible structures, those regarding car parking and those requiring the underside of caravans to be kept clear.

62. Not make any alteration to any accommodation or Pitch.

63. Permit us to move you to another location on the Park if necessary. We will ensure that any alternative location will be of similar quality and be responsible for all reasonable costs incurred.

### **Behaviour Standards**

*These standards will apply from when you request your booking until your holiday ends. Unless stated otherwise, they apply whether or not you are on the Park at the time.*

*You agree to, and you must make sure that you, your party and any visitors (including, in each case, their children), keep to the following standards of behaviour:*

64. To act in a courteous and considerate manner towards us, our staff and anyone visiting, using or working on the Park including other customers.

65. To supervise children so that they are not a nuisance or danger to themselves or other people using the Park.

66. Not to:

66.1. Commit any criminal offence (whether or not on the Park or in its vicinity) which causes your name to be entered on the Violent and Sex Offender Register or causes you to be subject to a Risk of Sexual Harm Order or Child Abduction Warning Notice (or any register, order or notice succeeding these);

66.2. Use the Park in connection with any criminal activity or commit any other criminal offence E.G. any offence not already subject to clause 66.1 at the Park or in its vicinity;

66.3. Commit any acts of vandalism or nuisance on the Park;

- 66.4. Use fireworks, Chinese lanterns or any similar open flame heat source on the Park;
  - 66.5. Keep or carry any firearm or any other weapon on the Park;
  - 66.6. Keep or use any unlawful drugs on the Park;
  - 66.7. Create undue noise or disturbance or commit antisocial behavior on the Park;
  - 66.8. Carry on any trade or business at the Park;
  - 66.9. Permit anyone who is to your knowledge on the Violent and Sex Offender Register or subject to a Risk of Sexual Harm Order or a Child Abduction Warning Notice (or any register, order or notice succeeding these) to use or visit the Park.
  - 66.10. Use electric hover boards, electric scooters (excluding mobility scooters), drones or fire pits.
67. You agree that if you or any of your family members or visitors or guests whom you have invited to the Park break the behavior standards listed above then we may terminate your booking.

### **Cancelling the Booking Because You Are In Breach of These Terms and Conditions**

68. We may cancel your holiday if you are in serious breach of your obligations in these Terms and Conditions and the breach is not capable of being remedied or is such that it causes a breakdown in the relationship between you and us (for example violence or intentional damage to property) by serving upon you reasonable notice in writing to cancel your booking. In deciding what period of notice is reasonable, we shall have due regard to the nature of the breach and other relevant circumstances. In appropriate cases, this may mean requiring you to leave the Park immediately.
69. If you are in breach of any of your obligations under these Terms and Conditions which is capable of being remedied (for example, a failure to comply with the behavior standards in clauses 64-67 which has not caused a breakdown in the relationship between you and us) we may write giving you warning, specifying the breach and asking you to remedy the breach within a reasonable and specified time. If you do not comply with that warning and the breach is either serious and/or amounts to persistent breaches of obligation, which taken individually would be minor but which taken together cause a breakdown in the relationship between you and us, we are entitled to write to you to cancel your booking. In appropriate cases, the warning we give you may be very short and we may then require you to leave the Park immediately.

### **Changing the Park Rules**

70. It may be necessary or desirable to change the Park Rules from time to time, including for reasons of health and safety, the efficient running of the Park, environmental issues, local authority requirements, and/or changes in law or regulations or in the interpretation of law and regulations imposed upon us, in which case we will notify you in writing using your contact details at the address on the Booking Form.
71. Any changes made to the Park Rules after we accept your booking may affect you because you will be required to comply with the changed Park Rules, but will not affect anything else to which you are entitled under these booking Terms and Conditions.

### **Keys**

72. We hold a key to all the accommodation we own on the Park.

73. If you are staying in our accommodation, we may use the key for any purpose authorised by you, for example if you ask us to give access to an authorised visitor. We may require you to confirm your authority in writing.
74. We may also use the key in an emergency, such as an immediate concern for the health and safety of any person, to carry out urgent repairs or preventative work, or to check and secure the accommodation if it appears to be insecure.
75. We will take reasonable care when accessing any accommodation.

### **Communications**

76. We agree that any letters or other communications between us shall be sent using the details for us in these Terms and Conditions and for you on the Booking Form. Email may be used.

### **Interpretation**

77. "Park Rules" means the rules of conduct and practice issued by us from time to time and applicable to the Park. The Park Rules which currently apply to your booking are in Part II of these Terms and Conditions.
78. "Pitch" does not include any part of the Park except that on which the accommodation in which you are staying stands.
79. "Services" means the services which we have promised to make available without a separate charge to you, for example any utilities to your Pitch. Services for which we make a separate charge are provided under separate agreements and not these Terms and Conditions.
80. "Site Licence" means the caravan Site Licence applicable to the Park issued to us by the local authority under Section 3 of the Caravan Sites and Control of Development Act 1960 (or in the case of Northern Ireland under Section 3 of the Caravans (Northern Ireland) Act 1963) and other relevant statutes.
81. "You/your" means the person making the booking and all members of their party excluding children under 18. Where there is more than one person, each is fully responsible for the obligations in these Terms and Conditions.
82. References to taxes and laws are references to them as extended, amended or replaced from time to time.

### **Part 2 - Our Park Rules**

The Expression 'you' / 'your' means the Caravan owner and/or occupier.

The Expression 'we' / 'us' / 'our' / 'the park' refers to the park owner and/or manager and/or staff.

83. Our current Park Rules applicable to your booking are set out below:

*You must make sure that anyone using the Park is aware of the Park Rules.*

#### **Safety**

- You must use the Park safely and should not cause danger to others.
- You must obey all health and safety notices displayed on the park and act on the reasonable instructions of park staff in matters of health and safety.



### **Fire precautions**

- You must ensure all occupants of your unit are familiar with the location of the Fire Points and the contents of the Fire Notices displayed at each point.
- You must **not** store fuels or combustible materials on the Park.

### **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 including Holiday Home pitches.

### **Security**

- You are solely responsible for securing your accommodation.
- You may only use alarms of the silent, monitored type and not audible alarms.
- 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 straight away.

### **CCTV**

- Is in operation for the safety and security of our staff and guests. If anyone uses their own CCTV it may only capture images of the area immediately around your Caravan **not** of any other part of the Park, such as any path or road, or any other Caravan or its pitch and the area immediately around it.

### **Drones**

- Other than a member of our team, the use of drones on the Park or any land owned by 'the Park', is **not permitted** in accordance with the Drone Code issued by the Civil Aviation Authority.
- Drones must **not** take off or land, on land owned by 'the Park' and must **not** be flown within 50 metres of people, vehicles or buildings.

### **Photography**

- We regularly take photographs and videos for promotional purposes and we occasionally receive requests from third parties to film on the park. Should you not wish to appear in any material, please pay attention to the notices we put up when pictures are being taken.
- Photography is prohibited in wash blocks.
- Where others may reasonably expect privacy, you must obtain their agreement before taking a photograph in which they are identifiable e.g., when they are in accommodation or on a pitch.

### **WIFI**

- is very restricted due to our rural location and is not for streaming. The service may not be the same as you are used to at home.
- By accessing the Wireless network, you acknowledge that you're of legal age. The wireless network service is provided by the property owners and is completely at their discretion. Your access to the network may be blocked, suspended, or terminated at any time for any reason.
- You agree not to use the wireless network for any purpose that is unlawful and take full responsibility of your acts. The wireless network is provided without warranties of any kind, either expressed or implied.

### **Good behaviour and noise**

- Guests and visitors are expected to behave in a reasonable manner with consideration to other guests.
- Noise of all kinds must be kept to a reasonable level especially between **10:00pm-9:00am**.
- If returning to the Park from the pub or elsewhere, please do so quietly. Voices travel loud and far in a quiet environment. Please also refrain from banging vehicle doors.
- Foul or abusive language will not be tolerated. Language and behaviour should be suitable for all ages at all times.
- Please do not spoil the holiday of others by selfish behaviour.
- We reserve the right to ask someone to leave immediately who is causing disturbance, offensive or threatening behaviour towards staff or other guests or our local community.

- Please do respect our surroundings we have been asked to discourage windchimes - the continuous sound of the clanking/tinkling of chimes is very annoying to other guests who are expecting to enjoy peace and quiet.
- Do not use LED lighting for decoration purposes outside your holiday home, discrete solar lighting can be used but should be switched off when you are not using your holiday home – the continuous use of excessive outdoor lighting is harmful to wildlife and annoying to guests looking for the 'dark zone' that the Park offers in open countryside.
- Please **do not** discard weeds, dead plants or drop litter on the Park-please dispose of items correctly.

### Visitors to the Park

- All visitors must report to reception and must be pre-booked in with Reception prior to their arrival. Only people lawfully visiting with our permission, have permission to enter the Park.
- It is your responsibility to ensure that your visitors and occupiers of your accommodation adhere to the Park Rules.
- All guests must ensure that any visitor (including a delivery driver) parks only in a permitted space, to drive carefully and observes the speed limit. Caravan owners and holidaymakers are responsible for e.g. anyone visiting the Park and you may be asked to give them appropriate instructions such as where they may park.

### Drainage system

- You must not introduce any foreign items via the toilet or sink into the drainage system including cleaning cloths, baby's nappies, sanitary towels, cooking fat, grease, etc.

### Dogs and other pets

- You must tell us before you visit the Park if you plan to bring any pet or animal and to answer any reasonable question about them and their suitability for our Park environment. We do not allow any dangerous breeds as per the Dangerous Dog Act 1991. If we are not satisfied that the pet or animal is suitable for our park environment, we may tell you that you cannot bring them. This is because we cannot allow the safety of others to be put at risk.
- Any pet or animal you bring must be supervised and under control by you, or a responsible adult in your party, and **kept on a short lead** at all times **do not use extendable leads** on the Park. You may not leave any pet or animal unsupervised on the park at any time, apart from small pets which live in cages, aquarium or similar and which may be left safely for short periods. Nor may you leave any pet or animal under the supervision of any person aged under 18. These rules apply even if the pet or animal knows the park well and you believe them to be well-behaved. No liability can be accepted for damage or injury caused by them.
- 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. Depending on the circumstances, you may not be allowed to bring it back on to the Park, or may only be allowed to do so with our 'written permission', which we would not withhold once our reasonable concerns have been addressed. This is because we cannot allow the safety of others on the Park to be put at risk.
- If you see another pet or animal anywhere on the park which **does not** appear to be supervised or under control of a responsible adult, or whose behaviour gives a cause for concern, please tell a member of staff straight away. Pets must **not** be allowed to roam freely on the Park.
- **Do not** exercise your dog on the Park, please exercise them off the Park.
- You must clean up if your animal defecates on the park and dispose of correctly.
- Nothing in these Park Rules prevents you or a 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 appropriate evidence.

### Countryside Code

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

### Refuse and recycling

- You must not store refuse/waste outside your Holiday Home.
- You must use the General Refuse wheelie bins provided-for disposable of general kitchen waste ONLY.
- You must use the Recycling Wheelie bins provided, these bins are for recycling of plastic, paper, light weight cardboard, aluminium cans – please ensure these items are free of food particles or liquid, **do not** put recycle items into a black bag, black bags found in a recycling bin is deemed as contamination and all items in that recycle bin will automatically go to landfill site not to a recycling centre.
- You must use the Glass Recycling bins as provided – glass items only - do not leave tops on or liquid/food in the glass bottles or jars.
- **We will not accept any other items** such as scrap metal, mattresses, bedding, furniture, batteries, electrical items large or small and oversized/large packaging - these items must be taken home or to the local Council Refuse Point which is located at Rotherwas, Hereford.

### Weather

- The Park accepts no responsibility i.e. damage to caravans, vehicles, awning, due to adverse weather conditions.
- Take any damaged items home with you, we are not responsible for their disposal.

### Smoking

- It is illegal to smoke or use e-cigarettes inside enclosed public buildings.
- If you are found to be smoking in a public building, this would be a serious breach of your contract with us which may lead to you being required to leave the park.

### Electric hook up

- Electricity can be dangerous, especially in damp conditions.
- You'll also need to think about the equipment you want to use on the Park. At home you'll have plenty of sockets and it's rare to overload them, but on the Park a socket can be easily overloaded.
- Keep your electrical equipment in good order and serviced as recommended by the manufacturer. Do not abuse appliances by forcing them to perform in excess of their capability. Damaged or worn cables should be replaced immediately.
- Check operation of RCD (residual current device) using the test button on a regular base.
- In the event of a blown fuse or MCB (miniature circuit breaker) trip, switch off the supply and find the cause before resetting MCB. If an appliance malfunctions, switch off supply before removing the appliance for inspection.

### Generators

- Are **not** permitted on the Park.

### BBQ'S and Fire Pits

- Barbeques are allowed if gas or charcoal (not to use wood) and are raised off the ground. Please extinguish completely after use and do not put hot ashes in the bin.
- Fires and fire-pits are **Not** Permitted.
- Sky Chinese Lanterns and fireworks are **not** permitted.

### Supervision of young people

- Parents/guardians/carers are responsible to supervise their children at all times. Children under the age of 16 should not be left unsupervised in the accommodation or on the park.
- E-scooters or Hoverboards and similar ride-on's are not allowed to be used on the Park.
- Do not allow children to play in the wildlife pool.
- Seasonal Tourers - an adult must accompany small children to the toilet blocks.

### Ball Games

- The use of hard balls, rugby balls are **not** permitted on the Park.

### **Movement of vehicles**

- We permit cars onto the Park for the purposes of access to your accommodation. Accordingly, save to the extent that you may need to do so because of a disability, you must not drive cars around the park for other purposes such as visiting other locations on the Park.
- We **do not permit** the use of any non-road legal motorised vehicles e.g E-Scooters, quad bikes, trial bikes, etc (excludes electric mobility scooter).
- All vehicles on the Park must have a valid MOT, Insurance and Road Tax, and complies fully with the Road Traffic Act.
- All motoring laws which apply to the highway, also apply on the Park.
- You must insure all accessories and items towed by vehicles as for use on the public road.
- You must not keep disused or unroadworthy vehicles anywhere on the park. We reserve the right to remove any vehicle which is apparently abandoned.
- Please observe the speed limit on the Park is a **maximum of 5mph and there is a one-way system**.
- Anyone driving dangerously will be asked to leave.
- Driving on the park is restricted to the park's roads
- You must hold a **full current** driving licence to drive any vehicle on the park.
- We do not permit learner drivers on the park.
- Electric cars **cannot** be charged at the park by any means, including the use of electricity supply or hook up on your pitch.
- We operate a security barrier with Automatic Number Plate Recognition. Do not walk under the barrier.
- Washing of any vehicles is **not permitted** on the Park
- Motor vehicle repairs must not be carried out at the park, but a recognised breakdown service may attend in the event of a breakdown.
- Commercial Vehicles: are **not permitted** to come onto the Park, this includes supermarket deliveries. All deliveries must be met at the main entrance to the Park.

### **Parking**

- One car per Pitch, any additional vehicles to be parked in the allocated parking areas and **NOT** on the grass.
- Visitors' cars to be parked in the allocated parking areas (NOT on the grass) and roads must not be obstructed, ask at reception if not sure.
- **All visitors must report to reception before entering the main park.**

### **Guns, Firearms or any other Offensive Weapons**

- Are **NOT** permitted on the 'Park' under any circumstances.

### **Lost property**

- For any lost property, please contact the Park Reception as soon as possible as any lost property will be disposed of after one month.

### **Park Staff**

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

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