

SEASONAL TOURING

Park Rules and Regulations



- These Park Rules are in place for the good management of Waldegraves Holiday Park and the benefit of all who use it. These rules form part of the seasonal pitch booking that is the contract between us for your occupation of a pitch on the park. Please visit Reception or our website at www.waldegraves.co.uk for all the Parks' Terms and Conditions and Privacy Policy. Waldegraves reserves the right to vary these regulations at any time and the final decision is at Waldegraves' discretion. This version was last updated on 01.09.2019 and historic versions can be obtained by contacting us.
- The expression 'you'/'your' means the Caravan owner and/or occupier [and this includes anyone visiting your pitch]. The expression 'we'/'us'/'our' refers to the park owner and/or manager. Please make sure that anyone visiting is aware of the Park Rules. You are reminded that breach of these rules is a breach of your contract and could result in termination of your booking with no refund given.

BEHAVIOUR

- Please respect your neighbours at all times of the day and night. **There must be strictly no noise after midnight anywhere on the Park, remember that awnings are not soundproof.** Television, radios or portable speakers must not be audible outside your pitch.
- 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. Footpaths to the beach are clearly marked. Please do not use the private area between owners' caravans as walkways.
- You may only consume alcoholic drinks within the boundaries of your pitch or on the Park's licensed premises.
- You must not use a drone, powered model aircraft or any other powered flying object on the Park, unless authorised.
- The possession or use of drugs, firearms, guns, pistols, catapults or any similar weapons is strictly forbidden.

EJECTION ON GROUNDS OF BEHAVIOUR

- Any breach of the rules will be discussed by the management team the following day, depending on how serious the breach is, we may ask you to leave the site.

VISITORS TO THE PITCH

- You may have a maximum of 8 people on your pitch. No large party gatherings unless authorised by the office.
- A seasonal pitch is for Caravan owners and immediate family only. Caravans are to be used for holiday and recreational purposes, not as living or working basis. No sub-letting or lending out is permitted.
- Only people lawfully staying with your permission have permission to enter the Park. It is your responsibility to ensure that your visitors and all occupiers of your Caravan adhere to the Park Rules.
- It is requested that all family and friends visiting for the day leave their vehicle in the car park. A visitor day pass can be purchased at Reception for £5 and will need to be displayed clearly on your dashboard. All payable facilities are charged as an extra. **Visitors are welcome to visit the Park between the hours of 9am and 10pm.**

PETS

- All owners must keep dogs on a lead at all times and kept from entering prohibited areas (restaurant, shop, clubhouse, swimming pool, toilets, showers, laundry). Dog bins are provided around the Park for disposal of fouling and free doggy bags are available from Reception and the Laundry. Dogs from the Dangerous Dogs Act 1991 are not allowed.
- Nothing in these Park Rules prevents you from bringing an assistance dog to the Park if this is required to support your disability and Assistance Dogs UK or any successor body has issued you with an appropriate evidence.
- A maximum of 4 dogs is included in your pitch price. For any more dogs, you must seek permission. Permission for any animal may be withdrawn at any time, if the pet is a nuisance, and if you are requested to do so by us, the pet must be removed from the park immediately.

YOUR CARAVAN

- Your touring label will be enclosed in your welcome pack at the beginning of the season which must be displayed in the front window of your caravan at all times.
- It is your responsibility to ensure that your tourer holds a valid insurance policy whilst it is on your pitch and in our storage compound.

YOUR PITCH

- The area around your caravan, including the structure, must be kept clean and tidy at all times. It is your responsibility to keep the grass area around your caravan cut and tidy. If our staff are forced to cut the area around your caravan, they will accept no responsibility for any damage caused to your property and a charge of £24.00 will be made.
- Your seasonal pitch price is inclusive of one caravan, one awning and 2 cars. Additional charges apply for a second awning (£60 per season), gazeboes and pup tents. Full size tents for visitors may not be erected on your pitch. These can be booked through our bookings department for our separate touring field. No Spas, Jacuzzis or outside buildings, excluding one shed no larger than 4ft 7" in height and 6ft wide.
- Windbreaks may only be used when you are resident in your caravan and taken down when you leave. Windbreaks must be within your boundary, no more than 6m out. We do not permit the erection of fences or any means of enclosure of the pitch.
- Only environmentally friendly, breathable ground sheets may be used under awnings.
- Only the hook window and rotary line clothes driers may be used. Laundry also provide rotary driers. String lines are prohibited. We ask that you don't leave your rotary drier up when not in use.
- If you find any tree or hedge a nuisance or unsatisfactory you should take the matter up with us; do not deal with it yourself. You must not plant any tree or shrub. You must not dig any holes at the Park.
- No awnings and windbreaks are to be up before 1st April or after 31st October, unless you are present on the Park. This is for security reasons and to prevent any damages. If your awning or garden furniture is affected by the weather, there will be a surcharge of £24 for removing or securing it.
- All belongings, rubbish and pallets must be removed at the end of the season. A removal charge of £24 will be added to the account of anyone leaving items on their pitch. Please do not leave anything in the wooded area.

VEHICLES & DRIVING

- **If space allows, a maximum of two cars are permitted per pitch at any one time.** Please display the "Seasonal Tourer" vehicle pass in the windscreen of the vehicle so the Park Warden can clearly see it. All other cars are to be parked in the car park and a £5 day pass from Reception is required. If an owner wishes to leave a vehicle on the Park whilst away, they should check with Reception as it may be necessary for the vehicle to be moved in their absence.
- You must insure all vehicles you use on the Park and all accessories and items towed by vehicles (such as boats and jet skis) 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.
- Quad bikes, motorbikes, petrol/electric scooters or any similar vehicles are not permitted on the park.
- You must not wash cars/caravans with a hosepipe or jet wash.
- Other than for delivering goods and services, you must not park or allow parking of commercial vehicles of any sort on the Park. This includes, and is not limited to, transit style vans, flatbed trucks and sign written vehicles. This will be

strictly monitored by our Park Warden throughout the season. You can place all of the above in our storage compound free of charge.

■ For everyone's safety, a 10mph speed limit is in force which must be observed at all times and cyclists should keep to the roadways. All UK driving laws apply to our Park and we cooperate with local authorities. No learner drivers or underage drivers are allowed. You must hold a full current driving licence to drive any vehicle on the Park. Please leave your vehicle on your pitch and walk to the facilities to reduce the traffic flow on the Park, unless you may need to do so because of a disability.

REFUSE & RECYCLING

■ Please put all rubbish in the refuse bays located around the Park in the allocated bins, please recycle as much as possible in the correct bins provided. Please ensure that only garden waste is put in the designated area, if in doubt, the owner must dispose of refuse away from the Park. No fridges, freezers or mattresses are to be disposed of on the Park.

■ Waste disposal points are provided for normal household waste and recycling. All chemical waste from caravan toilets must be disposed of in the Elson point provided. All grey waste must be disposed of into marked drainage points only, and must not be discharged into the ground.

SWIMMING POOL SAFETY

■ You must follow the procedure for use of the swimming pool and all the separate rules applicable to the pool. The rules and procedures are displayed at the swimming pool and are also available in Reception.

■ Tourers will only be admitted into the swimming pool with current swimming pool passes that can be collected from Reception. Each pitch is allocated 6 guest passes.

SAFETY & SECURITY

■ You should obey all health and safety notices displayed on the Park and act on the reasonable instructions of our staff in matters of health and safety.

■ You are solely responsible for securing the Caravan. You may only use alarms of the silent, monitored type and not audible alarms. You should ensure that windows are securely fastened when the caravan is not in use.

■ **In the unlikely event of the security barrier not working or any other emergency situation, please contact Reception or our out of office hours emergency telephone 07784394928 / 01206 381195.**

RECREATION

■ Ball games to only be played in the children's play area or open fields. All play areas are open between 9am and 9pm.

■ Any children found wilfully damaging any equipment or any other part of the park, will have parents held responsible.

■ All children in the clubhouse must be kept away from the bar area and accompanied by a responsible adult at all times.

FIRE PRECAUTIONS

■ Caravan owners are responsible for the removal of electric hook up leads when the caravan is not in use and making sure that caravans and appliances meet current safety regulations. Only 1 electric hook up outlet to be plugged in at any one time. Electric cars cannot be charged on site. The use of generators are prohibited.

■ You may not use fire hoses for any improper purpose such as washing cars or boats.

■ The area underneath the caravans must not be used for storage as this is a fire hazard.

■ You must ensure that all occupants of your Caravan are familiar with the location of the Fire Points and the contents of the Fire Notices displayed at each point.

■ Open fires are not allowed, however, barbeques and fire pits are allowed when lifted from the ground so that the grass is not damaged. **We politely ask to start extinguishing fire pits from 11pm, no fires after midnight.** Please dispose of cold barbecue waste in the appropriate bins around the Park.

■ It is against the law to smoke in buildings open to the public including our on-site restaurant, bar, swimming pool and leisure facilities. You are not permitted to bring your own alcoholic drinks or use E-cigarettes in our facilities.

GUIDANCE

We use it to highlight some practical points about spending time on our Park and to remind you of some of the important conditions and rules in a less formal way.

■ For all lost/ replacement/ additional cards for the barrier, there will be a charge of £10.

■ Fishing tickets may be purchased from Reception or the Bailiff, who is based at the lakes. You must be able to provide a valid rod licence for all rod users.

■ **Only 1 jet ski is included in your pitch price, others must be booked and paid for in Reception.** You must hold a valid insurance and a permit from Reception to launch from our slipway. All watercraft must stay left of the slipway, bathers to the right. Watercrafts must not be left outside your pitch when not in use, please use our storage compound, a form will need to be completed at Reception and with a copy of your insurance. All Watercrafts are to be cleaned where there are proper facilities to do so.

■ The owners, employees, and agents accept no responsibility or liability for death or personal injury to persons or damage to, or loss of property arising out of any cause whatsoever. Lost property will be kept for a maximum of one month and after that time, any lost property not claimed will be disposed of.

■ Whilst every effort is made to provide all facilities as advertised, we regret that we are unable to accept any liability for any lack of any facility due to technical breakdown or circumstances beyond our control. We always try our best to allocate you a pitch in your preferred area, however, we cannot guarantee that you will not be moved.

■ We will not accept any personal mail. Mail must be sent to your home address.

■ Please remember it is a statutory requirement to advise Reception of any change of address and to supply a mobile number for contact purposes. You may not transfer ownership of your pitch without permission from Reception. If ownership is transferred, the pitch will automatically be released back to Waldegraves. If circumstances change and you need to leave the pitch for any reason please see Reception. Please be aware after the 1st July you will not receive a refund from your pitch price for the year.

■ To top up your electric card, please visit Reception between 9am and 5pm, after these hours you can visit the Granary to top up your electric. All cards must be returned at the end of the season, all boxes are being tested every winter and there will be a surcharge of £50 for any lost cards. No tampering with the electric boxes. No refunds will be given unless your card is discharged and returned to Reception.

■ Under Data Protection Law we need to inform you that Waldegraves is a Police Accredited Holiday Park, this means we work closely with and share information with Essex Police. You must not permit anyone who is subject to the notification requirements of the Sexual Offences act 2003 to visit the park. We now operate linked ANPR (Automatic Number Plate Recognition) cameras as well as CCTV coverage on our park. The information you give us in connection with your booking is held by Waldegraves in accordance with the current data protection act.

Pitch.....Signed..... Date.....

PLEASE BRING THESE SIGNED RULES BACK WITH YOU AT THE BOOKING STAGE. WE WILL BE UNABLE TO LET YOU GAIN ACCESS TO THE PARK UNTIL WE HAVE YOUR SIGNED COPY BACK.