



Thorney Bay Park

## **Thorney Bay Park Rules**

As an owner/Resident/Visitor/guest on our Park, you automatically acknowledge your full agreement with and acceptance of the following Park Rules, which must be adhered to by both you and your family/guests. It is your responsibility to inform users of your caravan of the Park Rules.

- Apply to all customers, including owners/Residents of a holiday/Rented caravan on the Park, and customers and guests visiting for shorter periods.

### **You agree:**

1. To act in a courteous and considerate manner towards anyone visiting, using or working on the Park, including us, our staff and other customers of ours, users of other accommodation on the Park and guests of ours or our customers.

2. To supervise children properly so they are not a nuisance or danger to themselves or others; parents/guardians are at all times responsible for the behaviour of their children and children in their care.

3. You further agree that you will not:

- a. commit any criminal offence at the Park or undertake any criminal activity
- b. commit any acts of vandalism or nuisance
- c. keep or carry any firearm or any other weapon at the Park including "BB" guns or air weapons
- d. use or distribute any unlawful drugs as it will be immediately reported to the Police
- e. create any undue noise or disturbance
- f. carry out any trade or business while on the Park.
- g. use fireworks
- h. permit anyone who is to your knowledge on the Sex Offender's Register compiled under the Sex Offenders Act 1997 to use or visit the Park.

### **QUIET ENJOYMENT OF THE PARK**

4. Quiet hours are from 10.00pm until 8.00am. Please respect your fellow guests and keep noise to an absolute minimum.

5. Please note that we use CCTV cameras on our Parks to ensure the safety of all our guests.

6. In keeping with the general quiet nature of our Park, we will not allow large gatherings of guests to partake in any social event, e.g. a barbecue or party, unless it has been organised by the Park or permission has been granted by the Park management.

### **VEHICLES**

7. The speed limit on the Park is 5mph and this must be strictly adhered to at all times.

8. All vehicles on the Park must conform to the Road Traffic Act and have current tax, MOT and insurance. The provisions of the Highway Code have been adopted by the Park

9. No Tenants/Residents Lorries are allowed to be brought onto the Park. This includes towing vehicles without the specific agreement in writing of the Park Management

10. No recreational vehicles can be used on the Park other than on the Roads This includes motorised scooters, electrical or motorised bikes, go-karts and ATVs.

11. No mechanical or repair work is to be undertaken on the Park.

12. Only 1 vehicle per person can be parked on the Park except when you have short term visitors.

### **BICYCLES, SCOOTERS, ETC.**

13. Bicycles and scooters should be kept in a neat and tidy manner next to your caravan.

14. Bicycles must be on the roads (not the paths) and ridden with due care and attention to other guests on the Park. Riders will be banned from cycling on the Park if this rule is not adhered to.

15. We request that parents of children with bikes ensure they are ridden in a **Safe** manner. Children must be supervised by an adult at all times when using bikes, scooters, skateboards or other similar items.

16. Please ensure bicycles are safely secured at all times.

17. In the interests of safety when bicycles are ridden during the hours of darkness hi-visibility clothing and lights must be used.

18. In the interests of safety bicycles/scooters (and all similar non-motorised recreational items) are not allowed to be ridden in certain areas of the Park. These areas are clearly marked with signs. I.e. on Paths and the outside eating area at the front of the Club House

### **HEALTH & SAFETY**

19. Children under the age of 16 years must not be left alone in caravans.

20. Please be aware that during periods of inclement weather certain areas of the Park may be slippery because of factors such as ice, excessive rain, snow, and mud. We recommend that you always wear appropriate footwear and tread with caution during these times.

21. Ball games are to be played in ball game areas only. **Not between any of the Caravans** this avoids damage to property.

22. Kites if used are to be kept away from the proximity of over head power cables. If you wish to fly a Kite please use the field at the rear of the swimming pool or on the car boot field

23. We also ask that children do not congregate and loiter around the Park in large numbers

24. Smoking is not permitted in any building or rented Caravan within Thorney Bay Park. A designated smoking area **is** provided at the Clubhouse for smokers.

### **SWIMMING POOL**

25. The rules for the swimming pool are displayed at the entrance to the pool and you should familiarise yourself with these prior to using the pool. These Rules must be adhered to failure to do so will result in your removal from the Pool area.

26. When in the pool area, children under the age of 12 years must be accompanied by a responsible adult, aged 18 or over, who can swim. There must be a Maximum ratio of 2 children to one adult.

27. No running, pushing, or diving.

28. All glass objects are prohibited on the pool deck.

29. Enter and exit the pool area through the gate only.

30. Keep gate closed at all times when the Pool is not in use

31. Management reserves the right to deny use of the pool to anyone at any time.

32. No animals/pets allowed in the pool area.

33. All persons using the pool do so at their own risk – the owners and management are not responsible for accidents, deaths or injuries unless arising from the Park's negligence or other breach of duty.

- 34. No flotation devices allowed, except swimming aids.
- 35. No roller blades, skateboards or bikes allowed in the pool area.
- 36. Smoking is prohibited in the pool area.
- 37. No Alcohol or Food to be consumed in the Pool area at any time.
- 38. No lone bathing. A lifeguard should always be in attendance when the Pool is in use

#### **LITTER**

- 39. All litter **MUST** be placed inside the bin and not left around it or the Park.
- 40. Items such as cardboard boxes must be compressed as much as possible so they take up less room.
- 41. Only bins provided by the Park may be used.
- 42. Where provided, please use the recycling bins.
- 43. If you find that a bin is overflowing, please report it to the Park Reception.
- 44. Please do not let small young children take litter to the bins as they are sometimes unable to reach the lid.

#### **Thorney Bay Park Club & Bar**

- 45. Children are not permitted in the club unless they are accompanied by an adult.
- 46. During cabaret/show performances we ask that you give the artiste the very best of order and keep all children seated at their tables, NOT playing in front of the stage area where the performance is taking place as this may cause accidents.
- 47. Persons under the age of 16 years are not allowed to play on the Pool table unless supervised by an adult.
- 48. The management reserves the right to refuse entry to the club.
- 49. We want everyone to have an enjoyable stay and will not tolerate underage drinking. Therefore, if you are fortunate enough to appear under the age of 25 years, we will ask you to provide identification. The ID you provide must be an official document, such as a driving licence or passport.
- 50. When returning to your caravan from the club we respectfully ask that you consider other guests who may be sleeping/relaxing in their caravans and keep noise levels to an absolute minimum.
- 51. The quoted entertainment may vary due to conditions outside management control and the management therefore reserves the right to amend or cancel accordingly without prior notice.
- 52. In the interests of customer safety we may operate a random search policy. Refusal to take part in a random search will result in entry being refused.
- 53. Hi-visibility clothing is not to be worn in the clubhouse by customers and workers (unless carrying out maintenance work)
- 54. Customers should always wear footwear and upper body clothing (T-Shirt/ Shirt )  
When in the Bar (especially if you have just come from the Pool area)

#### **THE LAKE (Behind the Clubhouse)**

- 55. The Lake behind the Club House is barred to the Public, under no circumstances are **children** allowed in the lake area at any time
- 56. There is no recreational activity allowed on the Lake, this includes fishing or the use of boats.  
There are Life Boat rings attached to the posts by the Lake they are not to be interfered with under any circumstance, (except in the event of an Emergency).

### **Owners/Residents with dogs**

57. Well-trained Dogs and other pets are allowed only with permission of and by prior arrangement with the management and are only permitted in certain accommodation. We reserve the right to refuse permission on any grounds, and in Particular to refuse permission for certain breeds (including but not limited to) dogs listed under the Dangerous Dogs Act 1991. A maximum of two dogs per Caravan will be considered for permission. There is a deposit required for certain pets failure to pay the deposit will lead to the removal of your pet from the Park

58. Dogs must be kept on a lead and must wear a collar and identity tag at **ALL** times. They may not be tied to the caravan steps **at any time** as they could loosen the fixings and stability of the steps.

59. With the exception of registered guide and assistance dogs, dogs and other pets are not allowed in any of the park's facilities (including swimming pool areas), Restaurants, food serveries, and any buildings on the Park) and owners are responsible for the behaviour of their pets at all times. Owners must comply with any rules, regulations, by-laws or similar of the Park or other public body in relation to access for dogs to beach areas.

60. Permission for any animal may be withdrawn at anytime 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.

61. We ask owners to exercise their dogs off the park whenever possible and away from play areas. However, 'accidents' do happen and you must do the reasonable thing and clear up the mess. **Failure to do so may result in the removal of your dog from the Park**  
**Dogs are not to be tied up and left unattended outside the caravan**

### **GENERAL**

62. Any item that causes an obstruction to the grass cutter or strimmer will be removed from the pitch and disposed of.

63. All types of patio heater, regardless of their size, are strictly prohibited

64. Open fires and ground level BBQs are not permitted.

65. The use of generators is not permitted.

66. Cutting or damaging trees or other vegetation is strictly prohibited and the natural vegetation and conditions of the Park are not to be disturbed. This includes tying ropes to or driving nails into trees.

67. The caravan may not be used to accommodate persons in excess of the number of berths contained within the caravan.

68. Nothing, including personal belongings, may be stored underneath caravans.

69. Windbreaks must be taken down when your caravan is not in use.

70. Clothes/washing lines are not allowed to be tied between Caravans

71. Tents are not allowed to be placed outside your caravan.

72. All invoices relating to your account must be paid on time.

73. Thorney Bay Park Ltd does not accept responsibility for any loss or damage that may occur to your caravan, car or associated property whilst on the Park, except where such loss or damage has arisen as a result of our negligence or omission of a breach of our duty to you.

### **GAS BOTTLES**

74. Gas is available from the Park and if you wish to purchase Gas from us this must be paid for before delivery. All gas purchased off the Park must be fitted by a Gas Safe Qualified Person

75. Gas delivery times may vary; please check with your Park Reception for further details.

76. The onus is on you to ensure that you have enough gas to last during the times when the Park office is closed.

77. There is a maximum limit of two gas bottles per caravan and under **no circumstance** may Gas bottles be kept inside your caravan

## **INSURANCE**

78. Your caravan must be fully insured in accordance with terms of your Licence Agreement. We recommend you insure through the Park operated scheme; Please note, all Owners must provide us with a copy of their insurance certificate.

## **OCCUPANCY OF CARAVAN**

79. You may only use the caravan as holiday accommodation and not as your only or main residence. (Owners only)

80. You are not permitted to use the Park's address as your main or only address. (Owners only)

81. If you make your caravan available for use by family or friends they must adhere to our 'Rules/Terms & Conditions' which can be found in the office.

82. Please make reception aware of any visitors that may be occupying your caravan when you are not.

## **HOSEPIPES**

83. We understand that there is a need for hosepipes to be used when washing your Caravan and decking. However, we have on numerous occasions discovered that some owners are using hosepipes to wash their cars and leaving them running for a Prolonged period of time, which results in water being unnecessarily wasted. Aside from the cost implications to the Park, more importantly this is also an environmental issue. The rules on hosepipes are as follows:

84. Only one hosepipe per caravan is permitted to be in use at any given time

85. In an effort to maintain a reasonable water pressure throughout the Park, hosepipe use should be kept to an absolute minimum (except in an emergency).

86. Hosepipes are not to be left running

87. You may only use the hosepipe to wash your caravan and/or decking.

88. Non-return valves must be used on all hosepipes.

89. Pressure washers are permitted.

90. Flowers/flower beds must be watered using a watering can and not by leaving a hose pipe running.

## **CARAVAN & CARAVAN EQUIPMENT**

91. Your caravan must be kept in a good state of repair.

92. 'For Sale', or similar signs may be displayed in your caravan.

93. Wooden pallets, pieces of timber, empty gas bottles and all other rubbish must be disposed of correctly.

94. All Owners caravans must be fitted with a smoke and heat detector, carbon monoxide detector and fire extinguisher; these must be kept serviced, in good working order and checked regularly.

95. Any heating or cooking appliances used in the holiday home must comply with the appropriate British Standards in relation to construction, installation and ventilation. (Owners)

96. Any fixed ventilation in your caravan must not be obstructed, blocked over or replaced by closable (hit and miss) type vents as they may cause condensation

97. A spare set of keys for your holiday home must be left at the office; this is for emergency purposes and no charge is made. (Owners)

## **EXTERNAL STORAGE BOXES**

98. You are only permitted to have two metal or plastic external storage box (timber boxes are not permitted) You are also strictly prohibited from storing items underneath your caravan.

Your storage box must be located at the back or side of your caravan. If this is not possible, it is to be located on the same side of your caravan as the door.

## **BARBECUES**

99. A maximum of one BBQ per pitch is allowed. Your BBQ must be stored on the side of your caravan where the door is located.

## **CARAVAN DECKING, PATIOS AND EXTERIOR DEVELOPMENTS**

### **100. Developments to your caravan may only be carried out with the express permission of the Park owners**

This includes decking, patios and all types of masonry work, fences, slabs or any other type of work that will alter the appearance of your caravan, its pitch or surrounding area.

## **WINTER STORAGE**

101. Caravans should be drained down during the closed season. (Owners)

102. All windows, skylights and doors should be locked securely. Insurance companies recommend that curtains are left open and windows not covered over when holiday homes are left for winter storage; also, any valuable items should be removed from the holiday home, or put out of sight.

## **FIRE SAFETY IN CARAVANS**

It is important you ensure that all the necessary safety requirements are followed in your caravan. These include precautions as follows:

103. Ensure that your electrical installation is checked every 3 years by a qualified person and a certificate is issued and sent to the Park Reception. (Owners)

104. Ensure that your electrical appliances are checked (PAT tested) annually by a qualified person and a certificate is issued and sent to the Park Reception. (Owners)

105. Avoid the use of electrical extension leads or 'multi-point' adaptors where possible.

106. Ensure that your gas installation is checked annually by a Gas Safe Registered contractor and a certificate is issued and sent to the Park Reception. (Owners)

107. Make sure that smoke/heat detectors are operating correctly and are checked regularly.

108. Make sure you have fire extinguishers and Carbon Monoxide alarms and that they are regularly checked and correctly positioned.

109. Make sure that no combustible/flammable items are stored either under or near the caravan. Particular care should be taken with items such as petrol containers and paint.

110. Arrange furniture so that doorways are kept clear of obstructions at all times.

111. Provide yourself with torches for use in case of a power cut.

112. Make sure that anyone using the caravan knows what to do in case of a fire, e.g. how to raise the alarm, where to assemble, etc.

## **GIFTING A CARAVAN**

113. If you intend to Transfer ownership of your Caravan to a Family member then you must supply the Company with proof of the relationship  
I.e.

- A written declaration under oath, explaining the family relationship between the occupier and the proposed occupier
- Birth certificate or certificate of adoption
- A certificate of marriage or civil partnership

There will be **no** administrative charge made for the change of ownership by the Company.  
You must fill out a proposed gifting form which you can obtain from the Park Reception.

## **SELLING YOUR CARAVAN**

114. You may sell your Holiday Home at any time, either via an agent, window advertisement, local media, or via the Company.

There will be a commission owed to the Company of 10%.

When selling your Holiday Home, you may only sell it under the rules of your current agreement and the length of your License.

You and the buyer **must** complete a Notice of proposed Sale form and hand it in to the Office.

This form can be obtained from the Site Office.

#### **CARAVAN RELOCATION**

115. For the needs of the business and to comply with Legislation regarding spacing, it may be necessary to relocate your caravan at any given time, you will be relocated to a plot of equal standing.

#### **THE COUNTRYSIDE CODE**

Parts of our Park have uneven terrain, Badgers, Foxes, and other potential hazards. Careless behaviour could result in injury. Keep to designated Footpaths where possible. Always be aware of where you are walking.

#### **PROBLEMS & QUERIES**

If you have any problems or queries that you feel need addressing, please feel free to come and see one of our representatives at any time. We pride ourselves on our approachability, and by discussing matters on a one-to-one basis we will deal with your queries with the utmost confidentiality and with the intent of a successful outcome.

Signed H King Director

Date 4<sup>th</sup> February 2015