



Perran Quay Holiday Park

FAMILY CARAVAN AND CAMPING SITE - RULES AND REGULATIONS

1. General

(a) The caravan site is a family friendly site. By being on the site and paying the appropriate sum you do not have any right to re-let or assign any aspect of the services you will receive at the site, or invite guests to stay without permission from the site owner.

(b) Every caravan must have chemical toilet facilities, and specific places will be provided to empty them - no liquid should be discharged into the ground. There are facilities to use on site.

(c) Pets are allowed on site, but owners are expected to keep them under control at all times, and on leads, all animal waste to be removed and placed in bins provided. The maximum number of dogs is TWO, any other animal permissions must be asked for and no dogs classified as dangerous under the Dangerous Dogs Act are allowed on site. No pets are to be left in any unit, at any time, without owner's present.

(d) Please be aware that if you are away from your static, tent, caravan, we cannot have noise nuisance, such as barking dogs, we are primarily a holiday park and noise nuisance could prevent other visitors enjoying their stay, we will ask you to keep the noise down on the first instance, but if the nuisance continues you may be asked to leave.

(e) All furniture outside caravans and tents must be fold away items enabling our staff to cut the lawns.

(f)

2. Occupancy

(a) We ask that you complete a registration form listing everyone who will be staying in your caravan / tent and present it to the reception on your arrival.

(b) The office will be open between 08:00 – 18:00 for general / location enquiries etc. (in peak times) An emergency contact number will be provided.

(c) No person under the age of 18 is permitted to stay in a caravan / tent without the supervision of an adult, and parents are expected to be responsible for the behaviour and safety of their children and guests

(d) It is not permitted for more people to stay overnight in a caravan / tent than it has been designed to accommodate by the manufacturer.

3. Electricity

(a) Use of generators is not permitted, nor storage of petrol / diesel or flammable liquids on the site.

(b) The electricity supply is restricted to 10 amp, and if you overload the supply the connection will be cut off automatically. The switch can be re-set, but if you consistently over load, the supply will be disconnected permanently. In such cases, no refund will be given.

(c) It is not possible to have electricity in tents, unless you order and pay for a caravan/tent pitch (with an electricity supply), and provide a suitable and acceptable plug (with RCBO device) to connect to the supply.

(d) If you are having any problems with the electricity supply, it is important that you inform the caravan site office immediately.

(e) If anyone is found to be using or hooking up to another electrical point, you will be asked to leave the site. If any one person needs extra electric for specific use such as disability aids another can be used but with extra costs

(f) Seasonal Touring Vans where left in situation and pay for winter storage; an external meter will be fitted and metered and a fee will be applicable to the amount used out of season.

4. Cleanliness and Behaviour

a) The appropriate bins will be placed in the ladies' showers for sanitary use and Nappy use, no other waste to be placed in these.

b) We ask for your co-operation in keeping the toilet and shower blocks clean. A mop will be provided in each shower block, and we ask that you respect the facilities for the benefit of others staying on the site.

(c) We have a Sustainability Policy, and you are encouraged to help us by minimising waste in the first place and recycle any waste generated.

(d) Residual waste should be put in the appropriate bins. We kindly ask that you do not leave any rubbish outside your caravan/tent-to prevent rodents, birds, animals.

(e) You are asked not to make any unreasonable noise, no music or loud talking after 11pm. Please always consider other families. If a complaint about noise is received, one warning will be given, then rule 4 (f) will be applied.

(f) If any of the rules and regulations are broken, the Site may terminate your contract immediately without warning, or take any other action deemed necessary. If this rule is applied, no fees will be refunded.

5. Health and Safety

(a) As regards to matters concerning Health and Safety, the decision of The Site officials is final.

(b) Fire Extinguishers - you must have a suitable fire extinguisher, at least 900 grams of powder. In addition, it is strongly recommended that a fire blanket is available in the cooking area.

(c) First Aid - Basic first aid equipment must be available in every caravan.

(d) Open fires **are not permitted**, Smoke may interfere with other caravan/tent users, and sparks could cause a fire, although suitable barbecues are allowed but no barbecues to be placed directly on the grass or in an awning.

(e) Nobody is allowed to sleep in a car or van not designed for habitation

(f) Bikes - complaints can be received regarding the behaviour of children and young people on bikes around the caravan site. Bikes are completely prohibited after dark. We ask the parents to support the site in enforcing this rule.

(g) Children - We kindly ask parents to ensure that their child's behaviour does not disrupt the enjoyment and safety of their neighbours and other site users. We do not like foul language, there may be young children in the vicinity. We ask the parent to support the site in enforcing this rule.

(h) We cannot be responsible for your children's safety we have noticed a lot of younger children running in and out of hedges near the static area. We do not want to stop their fun but please keep children from playing on any tarmac roadway and especially near any carpark. Not all drivers are aware that young children could be on site.

No Ball games on ANY tarmacked area.

Due to the licencing conditions no one under the age of 18 are permitted in the licenced area (the bar) without an adult.

(i) Excluding exceptional circumstance or in the event of an emergency, the use of vehicles is prohibited on the caravan site during extremely bad weather periods and winter.

(j) Only one car may be parked by each caravan. Additional vehicles (and vehicles which you wish to use during the week) must be kept in the designated parking area.

(k) No work vans and importantly no sign written vans on site. No parking in staff areas around shower blocks.

(l) No business or gain off income to be carried out on site what so ever, mobile business may be considered but only if we see appropriate liability insurances cover with your name clearly stated and the type of works involved.

6. Pool

(a) A suitable adult must accompany any person using the pool area, under 15 years of age. A designated life saver is not available, and your family's safety is extremely important.

(b) No diving at the pool

(c) No glasses around pool area, plastic glasses can be provided.

(d) No-one to be using the pool while under the influence of alcohol.

7. Play areas

(a) A suitable adult must accompany any person using the play areas, age limits will be displayed on each play area. Any bullying will not be tolerated.

8. Illegal activities

(a) If police are called onto the site for any activities which can cause unrest to others, we will remove your caravan/tent with immediate effect.

(b) Drugs and illegal substances will not be tolerated.

9. Seasonal Pitches

(a) There is to be no sub-letting of seasonal pitches, only the named people on contract are permitted use unless permission is obtained from site management.

(b) All pitches must be kept clean and tidy. Appearance of caravans should be clean and tidy.

(c) When leaving your seasonal pitch, you are responsible for turning off the power and emptying fridge extra. If you haven't been seen on site for a few of days a site supervisor will turn off the power from outside. Please make site aware if you are leaving for short periods. We stipulate this to avoid any fire risk.

(d) All awnings and wind shields must be taken down at the end of each season.

(e) No vehicles to be parked on any grass area in winter, or when white posts are in situ.

(f) A winter fee will be charged if coming to your pitch out of season, anyone coming out of season must inform the site on arrival.

10. Insurance

(a) It is *mandatory* that all owners take out their own insurance. We require a copy of the insurance policy to be provided to us immediately, which will be kept on file. We cannot accept any liability for any damage or loss of your property, or any other caravans, whilst on site. If any damage is caused to your pitch or any of its surroundings, we will be entitled to claim compensation. All insurance policies must be kept up to date, and all information on renewed/new/amendments must be provided to us within 5 working days of the changes taking effect.

(b) All campsite users must make sure their caravan- tent-awnings are always secure; the site will not be responsible for any damaged caused to other people or others property.

11. Fire

(a) An adequate amount of space must be kept between your unit and the next, as directed by the site.

(b) If a fire occurs, move everyone outside of caravan/tent, warn others nearby and either inform the site, or telephone 999 and gather near a fire point.

12. Visitors

(a) ***Visitors must park in the parking area (overflow car-park) and not drive onto the site. All visiting friends must be met at reception by the person you are visiting, and reception staff must be given names, vehicle registration and duration of stay.***

(b) Any visitors staying overnight, in any unit on site, must be agreed with the management at least 24 hours before the stay commences.

13. Site

The site owners/managers have the right to change, add new rules as and when required.

Please print and sign below to show your agreement to our Site Rules.

| | |
|-------------------|--|
| Pitch: | |
| Name: | |
| Signature: | |
| Name: | |
| Signature: | |