



RULES FOR RIVER VALLEY COUNTRY PARK

These Park Rules are in place for the good management of River Valley Country Park and the benefit of all who use it. These rules form part of the Licence Agreement that is contract between us for your occupation of a pitch on the park. They should be read alongside your Licence Agreement.

Please make sure that anyone using the Holiday Home is aware of the Park Rules. The rules set out below are the Park Rules referred to in your Licence Agreement. You are reminded that breach of these rules is a breach of your Licence Agreement and could result in termination of your Licence Agreement.

1 Holiday Caravan/Lodge

- 1.1 Only holiday caravans/lodges of proprietary manufacture are accepted, and they must always conform to the definition of mobile caravan/lodge under the Caravan Sites and Control of Development Act 1960 (as amended) and the Mobile Homes Act 1983.
- 1.2 Where originally manufactured according to either EN1647 or BS3632 homes must be kept and maintained to continue to comply. Wheels must not be removed.
- 1.3 Occupiers are cautioned against alterations to their caravan/lodges which may inadvertently put them in breach of 1.1 and 1.2.
- 1.4 Any alteration to the caravan/lodge or extension to it (including the addition or replacement of a porch) is prohibited except with the prior approval in writing from the Park Management.
- 1.5 To keep in good repair and condition, the caravan/lodge, equipment, and appurtenances applicable thereto including any additional porches and extensions. Any external repairs or refurbishments carried out should be in accordance with the original materials, finish, and Park Management approval.
- 1.6 Decks fitted to the holiday home must be in accordance with the style permitted by the Park Management.
- 1.7 The gas appliances in your caravan/lodge must be checked annually by a certified gas safe engineer and a copy given to the park.
- 1.8 Annual proof of insurance must be provided to the Park if you have decided to insure elsewhere.

2 The Pitch

- 2.1 Pitches must be kept clean and tidy. Rubbish or building materials must not be accumulated and the area under the caravan/lodge should be kept free from obstruction.
- 2.2 The erection or placing of storage sheds and other structures like fences on the pitch is prohibited. However, one storage locker may be placed adjacent to the caravan holiday home subject to approval from the Park Management. Materials of a flammable nature must not be stored within.
- 2.3 Trees, shrubs, and plants may only be planted with the approval of the Park Management as these can affect services. Trees should not be cut or lopped without the Park Management's approval. We will be limiting the permitted number of potted plants to a maximum of four x 20 litre pots per caravan and six x 20 litre pots per lodge. Potted plants placed on or around the pitch cause disruption to services such as strimming/ mowing/ maintenance and will be removed, or you may be asked to place them elsewhere.

- 2.4 The erection and use of any washing lines is not permitted. A drying area is available behind the launderette. Units without fitted washing machines cannot use portable washing machines externally – i.e. on your decking or grass area. We have a launderette for this purpose.
- 2.5 Satellite dishes should not be erected without the Park Managements prior approval.
- 2.6 Access to services ie. gas, water, electric and sewerage must be always maintained.
- 2.7 Materials of a flammable nature must not be stored underneath the holiday caravan or deck.
- 2.8 Flags, banners etc. cannot be displayed permanently or temporarily without prior permission from park management. Tents, marquees, canopies are not permitted.
- 2.9 Any ornaments, decorations or furniture on caravan/lodge decking must be in keeping with the look of the park and not exceed the height of the handrail. At the discretion of park management any items deemed unsuitable will have to be removed. The Park is not responsible for any accidental damage caused to them whilst maintaining the park and it's grounds.
- 2.10 Outside furniture cannot be left on the grass. All outside furniture used on the grass must be stored in the caravan/lodge when not in use.
- 2.11 As part of your contract agreement and park rules, owners are not permitted more than 2 additional lights to the exterior of their caravan. Multiple lights such as fairy lights will only be permitted between 1st December to 2nd January, as this is classed as the festive period. Owners will be asked to remove additional lights within a certain time frame, or we will remove these ourselves after the deadline. You will be invoiced for this.
- 2.12 Please respect other private owners' privacy by not walking in front or around other owner's units where possible.

3 Motor Vehicles

- 3.1 Not more than 1 car is permitted for each caravan/lodge, any visitors are to be parked where authorised by the Owner or Management.
- 3.2 Only private motor cars, taxed as such, are permitted. Any other vehicle will need the express permission of the Park Management prior to entering the Park. Large commercial vehicles are prohibited, and it is for this reason, and the fact that the delivery drivers do not know the layout of the park, that all deliveries – i.e. grocery deliveries, take-aways etc. have to be collected from the Reception car park.
- 3.3 The speed limit of 5 mph must be strictly observed, and drivers must not cause a nuisance through excess revving of engines, slamming of car doors, warming up periods or otherwise.
- 3.4 Parking or driving on the grass is not permitted at any time.

4 Animals

The keeping of any pet or animal, whatever nature, is at the absolute and unfettered discretion of the Management whose consent must be requested before the pet is brought onto the Park. If circumstances justify it, consent can be revoked at any time.

Where pets are allowed:

- 4.1 You may not have more than 2 dogs (other than any of the breeds subject to the Dangerous Dogs Act 1991).
- 4.2 Dogs, cats, and other pets are not permitted in the reception area or the launderette of the park:
- 4.3 You must tell us, before you visit the park for the first time with that pet, if you plan to bring any pet or animal and answer any reasonable question about them and their suitability for our park environment. 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.

- 4.4 Any pet or animal you bring must be supervised by and under the control of you, or of a responsible adult in your party, always. We strongly recommend that you do not leave any pet or animal unsupervised in the caravan or anywhere on the park at any time. Nor should 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.
- 4.5 If a pet causes noise or physical nuisance to other guests and owners, we may ask you to remove the pet from the park and inform you that you are no longer allowed to bring that pet to the park.
- 4.6 Dogs must be exercised on a secure and short lead whilst on the park unless exercising on the designated dog walking field. You must clean up if your animal defecates on the park or in the dog walking field.
- 4.7 Your Licence Agreement contains undertakings not to cause any nuisance, undue noise, or disturbance. These extend to the behaviour of pets and animals.
- 4.8 Nothing in these Park Rules prevents you or any 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 other appropriate evidence.
- 4.9 If you sub-let your caravan to customers with pets, they must adhere to the two-pet limit.

5 General

- 5.1 Musical instruments, music, radios, televisions, and other appliances must not be used in such a way as to cause nuisance to others, at night between 2200 hours and 0800 hours.
- 5.2 Quiet times are between 2200 hours and 0800 hours. Any disturbances or noise that causes a nuisance to others during this time will not be tolerated and you may be asked to leave the park.
- 5.3 Firefighting and other safety equipment must not be interfered with or used except in case of Emergency.
- 5.4 We highly recommend that every caravan/lodge have and keep a dry powder type fire extinguisher with a capacity of not less than one kilogram. Other types of extinguishers can be dangerous in a confined space.
- 5.5 Children are not to play around other caravans or to use the recycling areas. Children must always be supervised by a responsible and competent adult in all areas of the park and cannot be left unattended anywhere on the park or holiday home, even if they are familiar with it.
- 5.6 All owners and guests must sign in when they arrive on park and then sign out when they depart the park. Speak to the park office to confirm the signing in and out procedure. Regularly failing to do this will put you in breach of your Licence Agreement and could result in the termination of your Licence Agreement.
- 5.7 For health and safety reasons, the use of any electric powered scooters or hoverboards on park is not permitted. The use of bicycles, skateboards, scooters, rollerblades etc are permitted, however, if they are deemed to be causing a nuisance or noise disturbance, or if there is any concern, they may cause damage to property, the user must stop the use in that area immediately when asked to do so.
- 5.8 The amount of people in a holiday home at any one time must not exceed the maximum number of occupants for the holiday home. Anyone causing a disturbance at any time due to over occupancy will be asked to leave.

- 5.9 The Licence Agreement requires you to comply with the Site Licence. A copy of the Site Licence is always available at Reception. Please note that the Site Licence may be updated from time to time.
- 5.10 The Licence Agreement sets out our behaviour standards and they are important. You are responsible for your behaviour and that of your family, visitors, guests, and contractors whilst on the park. Anti-social, aggressive, unruly, abusive behaviour towards other park users, owners and staff will not be tolerated under any circumstances.
- 5.11 If there is a breach of the Park Rules the action taken by the Company is at the discretion of the Park Management and Park Owners and will depend on the severity of that breach. If it is deemed necessary, there will be a formal verbal warning advising of a breach of the Park Rules. If there is a further breach of the Park Rules, a formal written warning will be issued. Further breaches of Park Rules could result in the termination of your Licence Agreement.
- 5.12 The holiday home cannot be used as a permanent place of residence. Proof of your permanent residence should be produced when requested to do so by the Park Management. Using your Holiday Home as a place of permanent residence is a breach of the Purchase Agreement and Licensing Agreement, which will result in the termination of your agreements.

6 Letting Your Caravan/Lodge

- 6.1 If you sub-let your caravan, we will require your risk assessments and cleaning policies to ensure you have taken the appropriate measures to help combat COVID-19. We also do not permit owners to sub-let to guests using the site for anything other than for holiday use, i.e for work.
- 6.2 An annual Landlord's Gas Safety Certificate is required for the Holiday Home. This must be displayed in the Holiday Home and a copy given to the Park, as well as any extinguishers or fire blankets by a registered fire appliance inspector. Please also ensure that the smoke detectors and CO alarms are operational, in date and regularly tested.
- 6.3 We do not cover the general maintenance of your caravan/lodge and if our maintenance team are called out to deal with any issues other than an emergency, there will be a charge. Examples of non-emergency issues could be, but are not limited to, a power cut within the Holiday Home, issues with the heating, hot water, boiler, issues with Wi-Fi etc.
- 6.4 Owners are responsible for the control of legionella in your caravan/lodge and the water should be flushed through all pipes on a regular basis.
- 6.5 The responsibility of availability and booking your Holiday Home, handing keys to your guests, cleanliness of your Holiday Home and advising of your Holiday Home location on the park, is with the Holiday Home Owner and not the Park. If we are called out with any issues regarding these, there will be a charge. We strongly suggest that if you are going to sub-let, to install a digit key safe.
- 6.6 The responsibility for the Health and Safety and the material state of the Holiday Home is with the owner and not the Park, including but not limited to, the entrance steps, the state and cleanliness which the Holiday Home is left in by guests.
 - a. For security reasons it is the responsibility of the Holiday Home Owner to inform the Park of their bookings and who is expected on Park and for what duration. Anyone not expected to arrive may be asked to leave. Guests should also be informed about the Park's signing in system prior to their arrival. Guests will be able to download the "Sign In App" prior to arrival and input their information.
 - b. It is the responsibility of the Holiday Home Owner to inform their guest of the Park Rules prior to their arrival. A breach of these rules could result in your guest being asked to leave and could result in you being in breach of your Licensing Agreement. We reserve the right to ask your guests to vacate the park if they are found to be breaking the law.

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