



## **Park Rules**

### **Introduction**

These Park Rules are in place for the good management of Forest Glade Holiday Park and the benefit of all who use it. These rules form part of the contract between us for your holiday. They should be read alongside your Booking Terms and Conditions.

The Park Rules do not affect anything to which you are entitled under the Booking Terms and Conditions.

The expression 'you'/'your' refers to all members of your party.

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

You are reminded that we may cancel your holiday if you are in serious breach of your obligations, including these 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.

### **Security**

- You are solely responsible for securing your accommodation, or your tent, touring caravan, motor home, etc.
- You may only use alarms of the silent, monitored type and not audible alarms.

### **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 are displayed at the swimming pool and full details regarding use of the pool are available at Reception.

### **Permitted number of occupiers**

- Your accommodation/pitch may only be used by the people named on the Booking Form.

### **Visitors to the Park**

- Only people lawfully visiting with your permission have permission to enter the park.
- Your visitors may not arrive before 10am and must leave the park by 10pm.

- It is your responsibility to ensure that your visitors and all occupiers of your accommodation, or your tent, touring caravan, motor home, etc. adhere to the Park Rules.

### **Ejection on grounds of behaviour**

- In the event of persistent or serious misconduct by you, a member of your family, your occupiers, visitors or guests, we will follow any relevant notice procedures in our agreement with you. We do not have to follow any formal procedure to eject other visitors.

### **Your pitch**

- You are responsible for keeping the area around your accommodation, or your tent, touring caravan, motor home, etc. clean and tidy.

### **Drainage system**

- You must not introduce any foreign items into the drainage system including cleaning cloths, babies' nappies, wet wipes, hygiene wipes, sanitary towels, condoms, cooking fat, engine oil, grease or paint.

### **Facilities**

- The usual opening and closing dates of our facilities are provided on our website. However, the dates and times of opening may be subject to change depending on seasonal fluctuations or unforeseen circumstances. We will do our best to advise you at the time of booking of any changes at that stage, otherwise please always check prior to booking if this is important to your stay.
- The availability of our facilities is also subject to our Terms and Conditions.

### **Trees and shrubs**

- You must not cut any trees or hedges at the park. 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 climb any tree.
- You must not tie anything to any tree or shrub without our agreement in writing (which we will not withhold unreasonably where the tie is a means of support for any tree or shrub which you have planted with our agreement).

### **Digging**

- You must not dig any hole at the park.

### **Smoking**

- It is illegal to smoke or use e-cigarettes inside enclosed public buildings. Outdoor smoking areas are provided.
- You must also refrain from smoking or using e-cigarettes in any of our holiday accommodation.

- If you are found to be smoking in public buildings or our holiday accommodation, you may be charged a £50 cleaning fee. This would be a serious breach of your contract with us which may lead to you being required to leave the park.

### **Washing**

- You may only use washing lines of the rotary type or the windowsill type and must remove them and store them out of sight immediately after use.
- You must site washing lines to avoid inconvenience to other caravan owners and park operations.

### **Refuse**

- You must not deposit refuse outside. You must use the refuse bins provided.
- Recycling points are available on the park, and you should use these facilities where appropriate.

### **Vehicles, driving and parking**

#### **Vehicles**

- You must insure all vehicles you use on the park as for use on the public road.
- You must insure all accessories and items towed by vehicles (such as towed 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.
- Motor vehicle repairs must not be carried out at the park, but a recognised breakdown service may attend in the event of a breakdown.
- Quad bikes, trials bikes and powered scooters are not permitted on the park.
- You must not wash cars with a hosepipe.

#### **Driving**

- We permit cars onto the park for the purposes of access to your accommodation or pitch only. Accordingly, save to the extent that you may need to do so because of a disability, you must not drive cars round the park for other purposes such as visiting other locations on the park.
- Driving on the park is restricted to the park roads.
- You must drive all vehicles on the park carefully and within the displayed speed limit.
- You must hold a full current driving licence to drive any vehicle on the park.
- You are not permitted to give anyone driving lessons at the park and we do not permit learner drivers to drive on the park.
- There is a speed limit on all park roads of 10mph, which must be adhered to.

- We allow a maximum of 1 motorised vehicle to be parked alongside each pitch.
- Motorhomes, camper vans and touring caravans cannot be parked alongside self-catering accommodation.
- Charging electric cars – there is a charge of £5.00 every time you charge an electric car. Park staff regularly check to see who is charging a car and where this is being done. You are solely responsible for health and safety and the security of your holiday caravan if you charge a car using a socket inside the holiday caravan.

### Parking

- You must not park anywhere except in the permitted parking spaces.
- Visitors' cars must be parked only in the allocated parking spaces for visitors, or in any space which the people they are visiting allow them to use in their place.
- You must not park anywhere except in the parking space allocated to you.
- You may park not more than 1 car on your pitch. You may park 2 cars down the side of your holiday caravan, but you may not park on the grass or in front of your holiday caravan.
- You must not park on the grass or roadsides.
- Other than for delivering goods and services, you must not park or allow parking of commercial vehicles of any sort on the park, including:
  - light commercial or light goods vehicles as described in the vehicle taxation legislation and
  - vehicles intended for domestic use but derived from or adapted from such a commercial vehicle.
- You must park, and move off, with great care for pedestrians and particularly for children.

### Behaviour

- You should respect the privacy of other users of the park and keep noise to a minimum between the hours of 10.30pm and 7.30am.
- You must keep away from any vacant pitches.
- You may only consume alcoholic drinks within the boundaries of your pitch.
- You must not use any hoses on the park for any improper purpose, such as washing cars or boats.
- You must not use a drone, powered model aircraft or any other powered flying object on the park.
- You must not use any Chinese lanterns, fireworks or similar.
- You may not ride bicycles, scooters or similar so as to cause a nuisance or undue noise.
- If you use CCTV, you must warn visitors to your caravan, tent or other accommodation by a prominent external notice attached to it, the format and wording of which you must agree with us (our agreement not to be withheld unreasonably). The CCTV may only capture images of the area immediately around

your caravan, tent or other accommodation and 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.

- You must not use the park's water supply to fill paddling pools or for water slides.

## **Pets**

- You must not bring any pets or animals when you visit the park except the following:
  - not more than 2 dogs (not to include any of the breeds subject to the Dangerous Dogs Act 1991).
  - not more than 2 domestic cats.
  - not more than 2 budgerigars which you must keep within your accommodation.
  - not more than one other type of pet.
- Dogs, cats and other pets are not permitted in the following areas of the park:
  - Any of the indoor facilities except the games room
  - In any of the play areas or the ball games area
  - In the take away.
- You must tell us before you visit the park 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.
- Any pet or animal you bring must be supervised by and under the control of you, or of a responsible adult in your party, **at all times**. This means you may not leave any pet or animal unsupervised in a caravan, tent or other holiday accommodation or anywhere else on the park at any time, apart from small pets which live in a cage, 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.
- 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, 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 to be put at risk.
- If you see another pet or animal anywhere on the park which does not appear to be supervised by and under the control of a responsible adult, or whose behaviour gives a cause for concern, please tell us straight away.
- You must not exercise dogs on the park.
- You must keep any dog on a short lead at all times on the park.
- You must clean up if your animal defecates on the park.
- You must not keep any pet or animal at your accommodation, or your tent, touring caravan, motor home, etc. or on the pitch except those which are housed in a cage, aquarium or similar and remain at all times within your Caravan or other accommodation.
- Your Licence Agreement contains undertakings not to cause any nuisance, undue noise or disturbance. These extend to the behaviour of pets and animals.

- 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.

### **Recreation**

- You may only play ball and other games in the areas set aside for ball games.
- Football should not be played anywhere on the park, except on the ball games area or in the Five Acre Field away from tents, etc. Other ball games should be played away from caravans using a soft foam ball.
- You may not use drones, powered model aircraft or any other powered flying objects on the park.
- You may not use skateboards, roller skates, rollerblades or microscooters at the park.
- You may not use any powered model car or similar toy on the park.

### **Mail**

- You may not use the park address for postal deliveries.

### **Children**

- Children must be supervised whilst on the park and are the responsibility of their parent or guardian during their stay.
- Never allow children to play near or the ponds, as there are areas of deep water.
- Children must not play on the play area before 8.00am or after 10.00pm.
- Children under the age of 16 should not be left unsupervised in the accommodation or on the park.
- An adult must accompany small children to the toilets.

### **Fire precautions**

- You may not use any hoses for any improper purpose such as washing cars or boats.
- You must ensure that all occupants of your accommodation, or your tent, touring caravan, motor home, etc. 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 other than removable containers on the park.

### **Accommodation**

- We reserve the right to enter your accommodation at any time for any reasonable purpose, for example to undertake checks, maintenance work or housekeeping. Your occupation is not exclusive.
- You are responsible for the contents of the accommodation whilst it is let to you. If you leave the accommodation in a messy or untidy state, you will be charged for the extra cleaning at an hourly rate

of £15.00. All damages or losses are chargeable and should be reported to the Park Reception before your departure or you will be sent an invoice. Only one key is supplied per holiday accommodation and there is a £10.00 charge for lost keys.

- We reserve the right to make a reasonable charge to you for any damages, missing items or extra cleaning, including damage to other guests' property. A guide to our current charges is available on request and will also be documented on the charge sheet included in your welcome pack or accommodation. Additional copies are available at reception for your reference.
- You are requested to bring your own waterproof mattress protectors if required as you will be liable for the replacement of any mattress which is soiled by you or your party.

### **Lost property**

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

### **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 the children's play areas, swimming pool, amenity building, changing rooms, games room and indoor soft play area.
- Where others may reasonably expect privacy, you must obtain their agreement before taking a photograph in which they are identifiable. Examples are when they are in accommodation or on a pitch.

### **Wi-fi**

Wi-fi is available and is free of charge.

Our wi-fi 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.