

LANDSCOPE



HOLIDAYS LIMITED

Park Rules

Introduction

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

The Park Rules do not affect anything to which you are entitled under the terms of your Licence Agreement or booking Terms and Conditions.

The expression 'you'/'your' means the Caravan/Lodge/Chalet owner and/or occupier and this includes anyone using or hiring the Caravan/Lodge/Chalet from you or the Park. The expression 'we'/'us'/'our' refers to the park owner and/or manager.

You must make sure that anyone using the Caravan/Lodge/Chalet or the Park is aware of the Park Rules.

The rules set out below are the Park Rules referred to in your Licence Agreement or booking Terms and Conditions. You are reminded that breach of these rules is a breach of your obligations and could result in termination of the Licence Agreement or cancellation of your holiday.

Safety

1. You must use the park and its facilities safely and should not cause danger to others.
2. 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.
3. Any accident on the park must be reported to the management of the park as soon as reasonably practicable afterwards.
4. No flammable items may be stored under the Caravan/Lodge/Chalet or on the decking.

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Registered Office: Centenary House Peninsula Park, Rydon Ln, Exeter EX2 7XE
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Security

5. Caravan/Lodge/Chalet owners are solely responsible for securing the Caravan/Lodge/Chalet.
6. You may only use alarms of the silent, monitored type and not audible alarms.

Swimming pool safety

7. You must follow the procedure for use of the swimming pool and all the separate rules applicable to the pool. The rules and procedure are displayed at the swimming pool and are also available at the Park Office.

Permitted number of occupiers

8. Your Caravan/Lodge/Chalet may not be used for sleeping a number of persons greater than the 'maximum sleeping capacity' stipulated in your Licence Agreement; if no number is stipulated then it may not be used for sleeping a number of persons greater than the number for which it was designed. For holidaymakers, your accommodation/pitch may only be used by the people named on the Booking Form.

Visitors to the Caravan/Lodge/Chalet

9. Only people lawfully visiting with your permission have permission to enter the park. For holidaymakers you only those named on the Booking Form are permitted to stay at the park overnight.
10. Your visitors may not arrive before 8.30am and must leave the park by 11pm.
11. It is your responsibility to ensure that your visitors and all occupiers of your Caravan/Lodge/Chalet adhere to the Park Rules.

Ejection on grounds of behaviour

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12. 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 the Licence Agreement or booking Terms and Conditions. We do not have to follow any formal procedure to eject other visitors.

Condition of the Caravan/Lodge/Chalet

13. You must not change the colour of the exterior of the Caravan/Lodge/Chalet without our prior consent in writing.
14. Fitted wheels must not be removed from the Caravan/Lodge.

Your pitch

15. You are responsible for keeping the area around the Caravan/Lodge/Chalet clean and tidy.
16. The pitch number must be displayed on the Caravan/Lodge/Chalet in a position that is easy to read.
17. The area surrounding the pitch is to be kept clear of ornaments, pot plants and other ancillary items. Garden furniture must be stored away when not in use.

Building works and improvements

18. You may only erect a hut, structure, TV aerial or washing line and/or carry out any work to the area around your Caravan/Lodge/Chalet and/or connect any services or utilities to the Caravan/Lodge/Chalet with our prior written permission. We will only refuse our consent to such works if we think that we have a good reason to do so. If we refuse consent, we will tell you our reason(s).
19. Further to rule 18, any storage box must be of metal construction and not exceed 5ft high, 6ft wide and 3ft deep. A maximum of two storage boxes are permitted per pitch.
20. We do not permit the erection of fences or any means of enclosure of a Caravan/Lodge/Chalet pitch. This extends to flowerbeds and hedges.

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21. Hot tubs are not permitted on the Park.

End of season

22. It is your responsibility to drain down and prepare your Caravan/Lodge/Chalet for the closed season.

23. You must ensure all gas, electricity and water connections are switched off throughout the closed season.

24. During the closed season we recommend that the curtains of your Caravan/Lodge/Chalet are drawn back, and all items of value removed.

Utilities installations

25. You must switch off all gas, electricity and water connections when the Caravan/Lodge/Chalet is not occupied.

26. If you experience any problem with the park's electrical, gas or water system, you should contact us. You must not attempt to work on any part of the park's electrical, gas or water system yourself; this includes any installations on the pitch.

Drainage system

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

Tents

28. You must not erect any tent on the park.

Facilities

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29. 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 developments on the park, 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.

30. The availability of our facilities is also subject to our Terms and Conditions.

Trees and shrubs

31. 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.

32. You must not plant any tree or shrub.

33. You must not climb any tree.

34. 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

35. You must not dig any hole at the park.

Smoking

36. It is illegal to smoke or use e-cigarettes inside enclosed public buildings. Outdoor smoking areas are provided.

37. If you are found to be smoking in public buildings and park owned accommodation, you may be charged a £100 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

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38. 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.
39. You must site washing lines to avoid inconvenience to other Caravan/Lodge/Chalet owners and park operations.

Refuse

40. You must not deposit refuse outside your Caravan/Lodge/Chalet. You must use the refuse bins provided.
41. Recycling points are available on the park and you should use these facilities where appropriate.
42. You must not feed wild birds or animals. The collection of eggs from wild birds is prohibited.

Vehicles, driving and parking

Vehicles

43. You must insure all vehicles you use on the park as for use on the public road.
44. You must insure all accessories and items towed by vehicles (such as towed boats and jet skis) as for use on the public road. Any accessories and items towed by vehicles must receive our prior written consent prior to being brought on to the park. Our consent will not be unreasonably withheld.
45. You must not keep disused or unroadworthy vehicles anywhere on the park. We reserve the right to remove any vehicle which is apparently abandoned.
46. You must not carry out the following works or repairs on the park:
 - a. major vehicle repairs such as dismantling of part(s) of the engine
 - b. works which involve the removal of oil or other fuels.

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47. Motor vehicle repairs must not be carried out at the park, but a recognised breakdown service may attend in the event of a breakdown.

48. Quad bikes, trials bikes and powered scooters are not permitted on the park.

49. You must not wash cars with a hosepipe.

Driving

50. We permit cars onto the park for the purposes of access to the Caravan/Lodge/Chalet 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. We may ask for reasonable evidence of any disability relevant to this rule.

51. Driving on the park is restricted to the park roads.

52. You must drive all vehicles on the park carefully and within the displayed speed limit.

53. You must hold a full current driving licence to drive any vehicle on the park.

54. You are not permitted to give anyone driving lessons at the park and we do not permit learner drivers to drive on the park.

55. There is a speed limit on all park roads of 5mph, which must be adhered to.

56. Electric cars cannot be charged at the park by any means, including the use of a caravan's/lodge's/chalets's electricity supply or hook-up.

57. You are not permitted to drive on the park while under the influence of alcohol and/or drugs.

Parking

58. You must not park anywhere except in the permitted parking spaces.

59. 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.

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60. You must not park anywhere except in the parking spaces allocated to your Caravan/Lodge/Chalet. Unless the pitch has designated parking spaces for more than one vehicle, not more than one vehicle may be parked at the Caravan/Lodge/Chalet. All other vehicles must be parked in the parking areas on the park.
61. You may park not more than 2 cars at the Caravan/Lodge/Chalet subject to the space available around the Caravan/Lodge/Chalet in accordance with rule 60.
62. You must not park on the grass or roadsides.
63. Other than for delivering goods and services, you must not park or allow parking of commercial vehicles of any sort on the park, including:
 - a. light commercial or light goods vehicles as described in the vehicle taxation legislation and
 - b. vehicles intended for domestic use but derived from or adapted from such a commercial vehicle.
64. No motorhomes, campers or touring caravans are permitted on the Park.
65. You must park, and move off, with great care for pedestrians and particularly for children.

Behaviour

66. You should respect the privacy of other users of the park and keep noise to a minimum between the hours of 11pm and 8.30am with absolute quiet between the hours of midnight and 7am.
67. You must keep away from any vacant pitches.
68. Any barbecues must be finished by 11pm and must not be placed on any decking, grass or picnic benches. Barbecues are only to be placed on pavements or parking spaces.
69. You must finish any party by 11pm.

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70. You may only consume alcoholic drinks within the boundaries of your pitch or on the park's licensed premises.
71. You must not use fire hoses for any improper purpose, such as washing cars or boats.
72. You must not use a drone, powered model aircraft or any other powered flying object on the park.
73. You must not use any Chinese lanterns, fireworks or similar.
74. You may not ride bicycles, scooters or similar so as to cause a nuisance or undue noise.
75. If you use CCTV, you must warn visitors to your Caravan/Lodge/Chalet by a prominent external notice attached to the Caravan/Lodge/Chalet, 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/Lodge/Chalet and not of any other part of the park, such as any path or road, or any other Caravan/Lodge/Chalet or its pitch and the area immediately around it.
76. You must not use the park's water supply to fill paddling pools.

Pets

77. For any private Caravan/Lodge/Chalet owners, you must not bring any pets or animals when you visit the park except the following:
 - a. 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.
78. For holidaymakers, rule 77 does not apply. You must not bring any pets or animals when you visit the park except not more than 2 dogs which are accepted within the booking Terms and Conditions and stated within the Booking Form.
79. Dogs and cats are not permitted in the following areas of the park:
 - a. Facilities building

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- b. Sales office
 - c. Swimming pool area
 - d. Children's play-park.
80. 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.
81. 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 permitted pets which live in a cage 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.
82. 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.
83. 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.
84. You must not exercise dogs on the park.
85. You must keep any dog on a short lead (not exceeding 1 meter) at all times on the park.
86. You must clean up if your animal defecates on the park.
87. Your Licence Agreement contains undertakings not to cause any nuisance, undue noise or disturbance. These extend to the behaviour of pets and animals.
88. 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

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to support a disability and Assistance Dogs UK or any successor body has issued an Identification Book or other appropriate evidence.

Recreation

89. You may only play ball and other games in the areas set aside for recreation and in any area immediately outside your Caravan agreed with us (our agreement not to be withheld unreasonably).
90. Football should not be played anywhere on the park. Other ball games should be played away from caravans using a soft foam ball.
91. You may not fly kites on the park.
92. You may not use drones, powered model aircraft or any other powered flying objects on the park.
93. You may not use skateboards, roller skates, rollerblades or microscooters at the park.
94. You may not use any powered model car or similar toy on the park.
95. You may access wooded areas, fields or coastal sections of the parks but must follow the relevant guidance and signs.

Mail

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

Children

97. Children must be supervised whilst on the park and are the responsibility of their parent or guardian during their stay.
98. Never allow children to play near or in the streams/rivers, as there are areas of deep water.
99. Children must not play on the play area before 9am or after the later of 6pm or dusk.

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100. Children under the age of 16 should not be left unsupervised in the accommodation or on the park.
101. An adult must accompany small children to the toilets.

Fire precautions

102. You may not use fire hoses for any improper purpose such as washing cars or boats.
103. You must ensure that all occupants of your Caravan/Lodge/Chalet are familiar with the location of the Fire Points and the contents of the Fire Notices displayed at each point.
104. You must not store fuels or combustible materials other than removal containers on the park. Gas cylinders are not permitted to be chained to the Caravan/Lodge/Chalet
105. You must ensure your Caravan/Lodge/Chalet is fitted with a working fire alarm and CO2 alarm. You should ensure these are inspected annually. This rule does not apply to those on booking Terms and Conditions.

Accommodation (Park's hire fleet)

106. We reserve the right to enter your accommodation at any time for any reasonable purpose, for example to make checks, maintenance work or housekeeping. Your occupation is not exclusive.
107. 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 £20. 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 charge for lost keys.
108. 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

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included in your welcome pack or accommodation. Additional copies are available at reception for your reference.

109. 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

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

Photography

111. 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.
112. Photography is prohibited in the children's play area, swimming pool, toilets and changing areas.
113. Where others may reasonably expect privacy, you must obtain their agreement before taking a photograph in which they are identifiable. This extends to the park owners and their employees. Examples are when they on a pitch.

Wi-Fi

114. Wi-fi is available free of charge to private owners. For those using park accommodation the Wi-fi charges are as follows:
115. Single day - £7
116. Up to 4 nights - £12
117. Up to 7 nights - £15.
118. 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.

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Guidance for Caravan/Lodge/Chalet owners

The Guidance below does not contain any new licence conditions or Park Rules. 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.

- Clause 4.2 of the Licence Agreement requires you to only use the park for holiday and recreational use. Please remember that owners and their guests cannot reside at the Caravan/Lodge/Chalet. Please see the frequently asked questions annexed to the Licence Agreement. By way of reminder, commuting to work or school is not permitted as this strongly indicates the Caravan/Lodge/Chalet is being used as a main residence.
- Clause 4.5 of the Licence Agreement requires you to insure the Caravan/Lodge/Chalet and its contents. Please remember that you must keep this insurance in place during the closed season as well.
- Clause 4.9 of the Licence Agreement requires you to comply with the Site Licence. A copy of the current Site Licence is always available at the park reception. Please note that the Site Licence may be updated from time to time.
- Clause 4.11 of the Licence Agreement says that you may not carry out any building works at the Park or erect any extension to the Caravan/Lodge/Chalet. Park Rules 18-20 creates limited exceptions. Please note the following:
 - If you wish to add any external structure to the Caravan/Lodge/Chalet such as a fence, veranda or balcony we ask that you send us plans of what is proposed. If we give our permission, it will remain your responsibility to ensure that the work would not breach any term of the Site Licence and that your unit will still be a caravan in the eyes of the law and in particular be physically capable of being moved by road from one place to another (whether by being towed, or by being transported on a motor vehicle or trailer). Planning permission may be needed and we may attach reasonable conditions such as requiring an inspection at intervals during the course of construction. We will not withhold consent unreasonably.
 - Park Rule 18 also requires our prior written permission for slabs and paving.

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- Satellite dishes count as TV aerials and are a potential nuisance to your neighbours. They also require our prior written permission. If we grant permission, we will expect installation on your Caravan/Lodge/Chalet rather than on the ground.
- Clause 4.12 of the Licence Agreement requires you to give us written notice of any work to be carried out by external contractors.
- Clause 5 of the Licence Agreement sets out our Behaviour Standards and they are important. You are responsible for your behaviour and that of your family, visitors and contractors whilst on the Park. We recommend that you supervise your children at all times.

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