



Park Rules For owners of sited caravans at Grove Farm Meadow Holiday Park, Stour Way, Christchurch, Dorset.

For the purpose of these regulations 'you/your' refers to the owner of the caravan as specified in the 'Licence Agreement' and 'us/we/ourselves' refers to Meadowbank Holidays Ltd.

Generally, These rules are attached to the 'Licence Agreement for a Holiday Caravan Pitch' which conforms to the 'Code of Practice for Selling and Siting Holiday Caravans' as drawn up by the British Holiday and Home Parks Association and the National Caravan Council in consultation with the Office of Fair Trading. They are complementary and / or additional to our site licence conditions granted by Christchurch Borough Council to operate as a holiday caravan park. In the event of any variance our site licence conditions take precedence. Nothing in these rules contravenes your rights under the 'Licence Agreement'.

Behaviour You and all other occupiers of your caravan, including children must conduct yourselves in the manner as laid down in the 'Licence Agreement'. We will not reimburse to you any money paid over by you to anyone who is requested to leave the Park by reason of non conformity to the above.

Park Restrictions

1. The open Season is 1st March – 31st October. The park may at its sole discretion allow occupancy during November. See November occupancy conditions attached.
2. No animal (other than a caged bird) is permitted anywhere on the Park or in any vehicle on the Park.
3. No trade vans, trucks, lorries, or commercial vehicles permitted anywhere on the Park without the expressed permission of a park Director.
4. Fishing on the Park is by permit only, obtainable from the Park Office.
5. Residential sub-letting of caravan holiday homes is not permitted. Holiday letting is covered under the licence agreement.
6. No caravan to be occupied by more than its designed numbers of berths.
7. No keys of caravans handed over outside office hours as displayed on the office door. Keys will only be released on production of signed authority from you. This authority must clearly state: owners name, caravan pitch number, hirer's name and address, total number of adults and children to occupy the caravan and the period of hire.
8. No Calor gas will be sold or fitted outside office hours or duty warden's hours. A charge will be made for fitting Calor gas bottles.
9. No business or any transaction will be transacted outside of office hours.
10. 'On Park' advertising for lettings e.g. in caravan windows is not permitted.
11. Each caravan owner must make every person using his/her caravan aware of the General Park Rules, as displayed on the Park Office Notice Board, by means of notice prominently displayed in the caravan.
12. A spare set of keys to each caravan and in the case of caravans let out 2 sets, shall be left in the Park Office at all times. We reserve the right to access to any caravan, at any reasonable time in order to satisfy ourselves as to the condition of the caravan, or for any emergency.
13. All storage boxes located between caravans must be of an approved non flammable construction. Storage box size must be approved by the Parks management prior to erection. Flammable materials other than BBQ lighter fluid and / or lighter blocks must not be stored in or under your caravan or in your storage box..
14. Rotary clothes dryers and washing lines are prohibited on the park. Caravan window and free standing airers placed on the caravan base are permitted.
15. Gazebos, canopies and wind breaks must not be left erected overnight or when the caravan is un occupied. Please also see clause 16 relating to mowing obstruction.
16. 2nd cars must not be parked on the grass adjacent to the caravan. In order to alleviate congestion and parking difficulties, the park policy is that caravan owners with 2nd cars have a right to use unoccupied owners car bays, provided that they display a notice stating their contact telephone and caravan number clearly in the front window of the car or contact the owner in advance. Owners of cars parked without contacting the owner or displaying this information will be in breach of expected behaviour standards. It is also conditional that owners leaving the park in a car must use the car that is parked in the neighbour's car bay. Owners leaving the park without taking a car must move the 2nd car to the overflow parking area in B Row whilst they are away.
17. During park grass cutting it is expected that owners move Gazebos, wind breaks, garden furniture etc. In the interests of time management, wardens will not normally return to grass areas blocked by such items. It is understood that within 24 hours, the caravan owner must cut the grass to a standard in keeping with the rest of

the park. In the event that grass is deemed to be longer than the park standard as a result of non compliance to the above, the park reserves the right to cut the grass at a compulsory charge of £25 + vat to the owner.

Purchase and Sale of Caravans.

1. No caravans permitted on the Park unless purchased from us.
2. All Caravan Sales or purchases shall be conducted in accordance with the 'Licence Agreement'. The commission payable to the park upon sale completion of an owned caravan is 15% + vat.
3. At the parks sole discretion, the park upon request from the caravan owner may agree to market the caravan for sale on the owner's behalf. At such time an additional fee will be charged (in addition to the sale commission) for this service. The fee will be an agreed percentage of the final sale price. The percentage charged may vary from 'sale to sale' and depend on variables such as market conditions, age of caravan, condition of caravan etc.

Responsibility of Caravan Owner

1. All caravans let, whether charged for or not, must possess a current 'Gas Safe Register' landlords safety certificate renewable annually. We can arrange to put you in touch with a registered firm.
2. All caravans must be fitted with a 1kg (min) dry powder fire extinguisher maintained in a satisfactory working order.
3. You are strongly advised to have your caravan electrical installation tested every 3 years by a qualified electrician e.g. N.I.C.E.I.C. (National Inspection Council for Electrical Installation Contracting) registered and a safety certificate obtained. Portable electrical appliances should be inspected annually by a 'Competent' person. Earth leakage circuit breakers should be tested quarterly.
4. You are responsible for maintenance of all services in your caravan as follows:-
 - Electricity** – From the connection terminals in the meter / connection box outside your caravan.
 - Gas**- The total installation.
 - Water** – From the stopcock outside your caravan.
 - Drainage** – All pipework supplied with the caravan when new.

Park Owners Responsibility

1. We will provide water, mains drainage and electricity services to your caravan and maintain these.
2. We will not be responsible for the breakdown or interruption of services to your caravan due to circumstances outside of our control. We will, however, do everything possible to reconnect the service as soon as possible.

Payment of Invoices

All accounts are due on or before 14 days from date of invoice, except where raised in advance when the due date will be shown on the invoice. Statements will not normally be sent and receipts not issued unless requested. Where it is necessary to send reminders or statements, the cost of raising these may be charged (in addition to interest as stated in Clause 3 of the Licence Agreement).

Insurance

All caravans must be insured on a reinstatement basis (New for Old) including reinstatement cover in the event of flood. All insurance replacement caravans must be purchased through the Park at the Recommended retail value. Owners are recommended to use the comprehensive and proven insurance cover offered by us. Please be aware that we will not be in a position to offer any assistance with insurance claims resulting from damage to caravans insured through an external source. All owners choosing to use external insurance services for their caravan cover must forward a complete copy of the policy and summary of cover to the park prior to each cover renewal. This is so that we can satisfy ourselves as to the adequacy of the cover. A charge of £25 will be made to cover the cost of appraising and filing of the copy documents. In the interests of all park customers and potential litigation concerns we will not provide electrical or gas services to caravans that we deem to be inadequately insured. Inadequately insured means any external insurance cover that falls short of the cover offered by the Parks approved policy. Holiday homes without a minimum of 2 million pounds public liability insurance will be removed from the park.

Definition of Pitch

Each caravan is allocated a numbered pitch on which it is sited. The pitch is that area covered by concrete on which the caravan stands. The grass area and car park is for the general use of the park occupiers or clients. The area specified for leisure use by the pitch occupier is the area between the door side of the caravan to three quarters of the distance to the wall of the adjoining caravan. The remaining quarter will act as a privacy buffer to the adjoining caravan. Where there is no adjoining caravan the usable area will extend for 5 meters from the door side of the caravan within the parameters of the caravan base. The grass area is under our general control. No planting may be carried out by the caravan owner in this area but flowers and plants in pots or tubs placed upon the pitch are generally encouraged.

In accordance with the licence agreement, these rules have been implemented on the 15th January 2016.

November holiday home occupancy conditions

- Your site licence agreement is for March – October inclusive holiday occupancy. Any allowed use outside this period is at the sole discretion of Meadowbank Holidays Ltd.
- There will be **NO** duty warden during November after 5 pm. This includes for electrical tripping, gas replacement or for **any** other reason.
- There will be no refuse collection service. There will be a large wheelie bin put out by the toilet block and owners should take their refuse to this. Undisposed refuse must not be left in the caravan bins over the winter.
- The toilet block, games room, laundrette & shop will be closed to owners during November.
- We cannot guarantee a same day gas delivery service during November. Even in a gas 'out' situation! Owners must ensure that they have a spare full bottle at all times to avoid possible inconvenience.
- For park security monitoring, we request that any owners staying on the park during November please register with reception.
- We reserve the right to close the park and request all occupants to vacate their caravans during November with immediate effect. This will generally only be actioned prior to forecast of heavy storms, exceptional cold weather (when we will need to turn the caravan rows main water feeds off) or if the River is in a flood warning situation. We do however reserve the right to close the park during November for any undisclosed reason. Please be advised that there will be no reimbursement of pitch fee for November park closure.