

Park Management Regulations 2023

The expression '**we'**/**us'**/**our'** refers to the Balquhiddar Braes Holiday Park owner, namely Richard Eastland and an employee of the Park, namely Mandi Collins. The expression '**you'**/**your'** means the Lease occupier / Seasonal Licence Agreement occupier.

The following Park Management Regulations 2023 are rules that are now in place to ensure the good management of Balquhiddar Braes Holiday Park to benefit all owners, guests and visitors who access the Park.

These rules:

- Are an appendix to all Cabin Owner Leases, all Static and Seasonal Owner Licence Agreements and should be read alongside your Lease / Seasonal Licence Agreement.
- Are a contract between Balquhiddar Braes Holiday Park and for your occupation of a pitch on the Park.
- Do not affect anything to which you are entitled under the terms of your Lease / Seasonal Licence Agreement.
- Should be made known to all guests and visitors using any aspect of the Park.
- Could result in termination of your Lease / Seasonal Licence Agreement if you are in breach of any aspect of them. If termination of your Lease / Seasonal Licence Agreement is necessary, you will be given one month's notice in which to vacate your pitch and ensure all costs are fully paid up to date.

1. Safety

- a) You must use the Park safely and should not cause any danger to others.
- b) You must obey all health and safety notices displayed around the Park.
- c) You must act on the instructions of Park staff in matters of any health and safety matters.

2. Security

- a) You are solely responsible for securing your pitch / unit and all its contents.
- b) Shed's may not be covered with any bags, tarpaulin sheets or any other materials.
- c) All bicycles, scooters, garden furniture etc must be locked away when you are not staying overnight in your unit, either in your shed, your awning or caravan or taken home with you.
- d) If you use CCTV, you must warn visitors to your caravan with a prominent sign. GDPR rules must be followed which may include registering with them. The CCTV must only capture images of the area immediately around your unit and not of any other part of the park such as any road or path or any other unit or its pitch and the area immediately around it. We should also be informed before putting any recording device up. Devices may not be attached to any trees or site property.

3. Permitted number of occupiers

- a) You may not exceed the number of persons greater than the 'maximum sleeping capacity' for which it was designed.

4. Visitors

- a) Only people lawfully visiting with your permission have permission to enter the Park.
- b) It is your responsibility to ensure that your visitors and all occupiers of your pitch / unit adhere to the Park Rules at all times.

- c) Visitors must park their vehicle at the reception area only.

5. Ejection on grounds of behaviour

- a) In the event of persistent or serious misconduct by you, a member of your family, visitors or guests, we will follow any relevant notice procedures in the Lease / Seasonal Licence Agreement.
- b) We do not have to follow any formal procedure to eject other visitors.

6. Your pitch / unit

- a) You are responsible for keeping the area around the pitch / unit clean and tidy.
- b) You are also responsible to keep your pitch / unit clean and well maintained.
- c) Should we have to clean up any pitch / unit we reserve the right to make a charge for the disposal of any items and labour.
- d) Nothing may be stored under your pitch / unit at any time.
- e) No fake grass is permitted.
- f) No decking is permitted at touring pitches.
- g) No development of your pitch / unit may be developed or altered whatsoever.
- h) No fences are allowed around your caravan area at all except temporary ones while you are residing in your unit.
- i) No ornaments, flower pots, stones, light burners, etc are permitted.
- j) No shed may back directly onto the rear embankment (road side). Discuss with management where a shed may be placed on your pitch. If it has been placed in the incorrect location, you will be asked to move it or remove it from site.
- k) No waste may be permitted to be dumped anywhere on the Park, for example: on your pitch, on the rear embankment of your pitch, thrown over the fence onto the road or forestry land on another person's pitch or on site at all. Please dispose of all your own waste at your own home or at a recycling centre.
- l) No open or chimney fires permitted.
- m) Burning wood is not permitted anywhere on the Park.
- n) Only BBQ's using charcoal is permitted.
- o) No flamed outdoor heaters may be used

Building works and improvements

- a) Please discuss with us **prior** to erecting the shed and to its exact location. If this is placed in the incorrect position or too large, you will be asked to move it.
- b) Nothing may be stored at any side of your unit. Everything must be locked in your shed or inside your awning or caravan or removed from site.
- c) Nothing may be stored underneath your unit.
- d) Washing line – no washing line may be erected anywhere on site.
- e) Cables – no cables are permitted to be attached to poles or hanging from above your pitch.
- f) You are not permitted to carry out any work to the area around your unit.
- g) You are not permitted to connect any services or utilities to the unit without our prior written permission.
- h) We will only refuse our consent to such works if we think we have good reason to do so. If we refuse consent, we will tell you the reason. We reserve the right to withdraw permission for structures and insist these are taken down immediately if there is a change of circumstance, legislation, or insurance requirements.
- i) No temporary or permanent advertising signs are permitted other than those on works vehicles

End of season (touring caravans only)

- a) It is your responsibility to drain down and prepare your Caravan for the closed season.
- b) The pitch must be left clean and tidy.
- c) No loose items or furniture should be laying around at all. These should either be stored in your caravan, your shed or taken away with you. If anything is left behind management will remove and dispose of it and you will be invoiced for any costs incurred.
- d) Awnings are to be taken down.

- e) Everything must be contained so as not to cause hazard or damage to other caravans in extreme weather conditions.
- f) All gas, electricity and water connections are to be switched off throughout the closed season.
- g) During the closed season we recommend that the curtains of your caravan are drawn back, and all items of value removed.
- h) It is recommended that you use a caravan cover for your caravan during the closed season.

Utilities installations

- a) You must switch off all gas and water connections when the Caravan is not occupied. This does not apply to log cabins
- b) If you experience any problem with the Park's electrical, gas, water system and internet you should contact us. You must not attempt to work on any part of the Park's electrical, gas, water, internet systems, etc yourself: this includes any installations on the pitch.

Drainage Systems

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

Facilities

- a) The usual opening and closing dates of our facilities are provided on our website at www.balquhiddelbraes.co.uk
- b) These dates and times of opening may be subject to change depending on seasonal fluctuations or unforeseen circumstances.
- c) Children aged 12 and under should be supervised at all times by an adult whilst using the toilet block, the play park area and the general area of the Park - for their own safety.

Trees, shrubs and plants

- a) 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.
- b) You must not plant any tree or shrub around your caravan or anywhere else on the Park.
- c) You must not climb on any trees.
- d) You must not tie anything to any tree or shrub without our agreement in writing.
- e) There may be no flowerpots or ornaments on your pitch.

Gas bottles

- a) Gas bottles must be kept out of site and locked away.
- b) The maximum size of a gas bottle is 19kg.
- c) Only j-gas or Calor gas bottles are allowed on site for insurance purposes.

Hot Tubs

Hot tubs are not permitted on the park unless under the joint control and maintenance of ourselves and Solway Water Maintenance.

Smoking and illegal substances

- a) It is illegal to smoke any substance or use e-cigarettes inside any enclosed public buildings, this includes the toilets and the reception area.
- b) Anyone who appears to be under the influence of or appears to have any drugs on the Park it will be dealt with by the police.
- c) It is illegal to cultivate any form of drugs on the Park. If it appears that this is happening it will be dealt with by the Police.
- d) Points 14 a), b) and c) would be a serious breach of your contract with us which may lead to you to being required to leave the Park immediately.

Washing

- a) Only portable washing lines may be used within your own pitch area and taken down when not in use.
- b) If you are requiring any washing to be done, there will be a charge of £6 per 5kg load for a wash and £6 per 5kg for washing to be dried. This will be carried out by a member of staff as and when they are available.
- c) No one has access to the laundry room – this is for employees only.

Refuse

- a) You must not deposit refuse outside your unit.
- b) You must use the refuse bins provided either at the area outside the toilet block or at the bin area at the entrance to the Park.
- c) There are recycling points available on the Park and you should use these facilities where appropriate.
- d) Chemical waste – You can dispose of your chemical waste at the area next to the ladies toilets. There is a tap and hose pipe. Please use this to clean the area after you have used it.

Vehicles

- a) You must ensure that the relevant insurance of any vehicle you use on the Park as for use on public roads.
- b) You must ensure that the relevant insurance of any items towed by your vehicles on the Park are as for use on the public roads.
- c) No trailers are allowed to be parked anywhere on the Park.
- d) You must not keep disused or unroadworthy vehicles anywhere on the park. We reserve the right to remove any vehicle which is apparently abandoned and invoice you accordingly for any costs incurred to carry out this additional work.
- e) You must not carry out any major vehicle repairs, such as dismantling parts of an engine anywhere on the Park.
- f) You must not carry out any works which may involve the removal of oils or other fuels anywhere on the Park.
- g) Quad bikes, trial bikes, powered scooters, go-carts, etc are not permitted anywhere on the Park.

Driving

- a) There is a maximum speed limit on all Park roads of **5mph** which must be always adhered to.
- b) Driving on the Park is restricted to the Park roads only.
- c) You must drive all vehicles on the Park carefully and within the displayed speed limit.
- d) You must hold a full current driving licence to drive any vehicle on the Park.
- e) You are not permitted to give anyone driving lessons at the Park.
- f) We do not permit learner drivers to drive on the Park.

Parking

- a) We allow a maximum of **ONE** motorised vehicle to be parked in the front area of your own pitch.
- a) You may not park more than ONE car at the front of your pitch.
- b) Any second vehicles must be parked at the reception area or opposite the childrens playpark area.
- c) Please do not park in front or on another pitch that is not allocated to you at any time.
- d) Visitors must park their car at the reception area only.
- e) You must always park and drive off with great care for pedestrians and particularly children.

Behaviour

- a) You should always respect the privacy of other users of the Park.

- b) Noise must be kept to a minimum between the hours of **22h00 and 09h00** and absolute quiet between the hours of **23h00 and 07h00**.
- c) Parties need to be finished by 22h30.
- d) Music must not be loud enough that will inconvenience other users of the Park.
- e) You must keep away from any vacant pitches on the Park.
- f) You must not use Chinese lanterns, fireworks or anything similar with a flame anywhere on the Park.
- g) You may not ride bicycles, scooters or similar on site as to cause a nuisance or undue noise.
- h) Children should be supervised at all times in order that they do not disrupt other caravaners.
- i) Children should be supervised at all times in order that other caravans, pitches and areas on the Park are not damaged.
- j) Children should be supervised at all times while playing in the play area near the Reception.
- k) Bicycles and scooters may be ridden on the road ***between the play area and the toilet block only*** and all children must be supervised at all times to ensure their safety.
- l) You must be respectful to all staff at all times
- m) We reserve the right to withdraw any services other than water, gas and electricity with immediate effect when we feel there is unreasonable behaviour. A valid reason will be provided in writing on request.

Pets

- a) Pets must be kept on a lead at all times around the Park
- b) You may erect a temporary pen within your pitch area no larger than 1.5m x 2m.
- c) Any temporary pen must be dismantled and stored within your awning or your shed when you are not occupying your caravan during the season.
- d) Pets are not permitted inside any part of the toilet block and other amenity buildings.
- e) You must clean up if your animal defecates and use the dog bins provided around the Park.
- f) You must not bring any dog breeds onto the park that are subject to the Dangerous Dogs Act 1991.

The above Park rules may be amended at any time.

These rules will also be available to view on our website www.balquhiddelbraes.co.uk/caravans

Date: April 2023