



Park Management Regulations 2024/25

The expression '**we**'/'**us**'/'**our**'/ '**ourselves**' refers to the Balquhiddier Braes Holiday Park directors, namely Richard Eastland and Amanda Eastland. The expression '**you**'/'**your**' means the Lease occupier / Seasonal Licence Agreement occupier.

The following Park Management Regulations 2024/25 are rules that are in place to ensure the good management of Balquhiddier Braes Holiday Park to benefit all owners, guests, contractors 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 Eastlands North Wales Ltd t/a Balquhiddier Braes Holiday Park and for your occupation of a pitch / unit on the Park for the duration of your lease / seasonal licence agreement.
- 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 whilst using any aspect of the Park.
- Could result in termination of your Lease / Seasonal Licence Agreement if you are in breach of any aspects 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 / unit 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.
- d) You must not photograph any other customer or member of staff without their permission.

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 or gas are permitted.
- o) No flamed outdoor heaters may be used.

7. Building works, improvements and services

- a) Please discuss with us **prior** to any building works or improvements you may wish to make.
- b) Nothing may be stored outwith your pitch / unit.
- c) Washing line – no washing line may be erected anywhere on site.
- d) Cables – no cables are permitted to be attached to poles or hanging from above your pitch / unit.
- e) You are not permitted to connect any services or utilities to the unit without our prior written permission.
- f) We will only refuse our consent to such works if we think we have good reason to do so. If we refuse consent, you will be advised of 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.
- g) No temporary or permanent advertising signs are permitted other than those on company vehicles.

8. Utilities installations

- a) If you experience any problem with the Park's electrical, gas, water system, internet or TV you should contact us immediately.
- b) You must not attempt to work on any part of the Park's utilities mentioned in point 8a above.
- c) You are not permitted to install any utilities on the pitch.

9. 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. Please advise all guests and visitors of this requirement too.

10. 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 accompanied by adult at all times anywhere on the Park for their own safety.

11. Trees, shrubs and plants

- a) You must not cut or disturb any trees, hedges or plants anywhere on the Park. If you find any tree, hedge or plant 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 / pitch 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, including hammocks and swings.

12. Hot Tubs

- a) Hot tubs are not permitted anywhere on the Park unless under the control and maintenance of the park manager who, in exercising such control and maintenance, shall act at all times in compliance with the regulatory requirements of the Stirling Council Environmental Health Department and the Health and Safety Executive.

13. Smoking and illegal substances

- a) It is illegal to smoke any substance or use of 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 13 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.

14. General and recyclable waste

- a) You must not deposit refuse outside your pitch / unit.
- b) You must use the refuse bins provided throughout the Park.
- c) There are recycling points available on the Park and you should use these facilities where appropriate.

15. Vehicles

- a) You must ensure that the relevant vehicle insurance you use on the Park is as used 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 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-charts, etc are not permitted anywhere on the Park.

16. Driving

- a) There is a maximum speed limit on all Park roads of **5mph** which must be adhered to at all times.
- 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.

17. Parking

- a) Visitors must park their car at the reception area only.
- b) You must always park in your allocated area and drive off with great care for pedestrians and particularly children.

18. Behaviour

- a) You should always respect the privacy of other pitch / unit 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 22h00.
- 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 people at other pitches / units.
- i) You must be respectful to all staff at all times
- j) We reserve the right to withdraw any services other than essential services with immediate effect when we feel there is unreasonable behaviour. A valid reason will be provided in writing on request.

19. 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/ unit area no larger than 1.5m x 2m, however it must be dismantled and stored within your awning or your shed when you are not occupying your pitch / unit.
- c) Pets are not permitted inside any part of the toilet block and other amenity buildings.
- d) You must clean up if your animal defecates and use the dog bins provided around the Park for its disposal.
- e) You may not bring any dog breeds onto the Park that are subject to the Dangerous Dogs Act 1991.

20. Payments and Invoices

- a) Any invoices issued should be paid by the due date stated on the invoice. Any late payments will accrue interest charges at 2% above base rate on a daily basis.

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

November 2024

Balquhiddel Braes is owned and operated by Eastlands North Wales Limited