

Our Park Rules

1. Our current Park Rules applicable to your booking are set out below.

Lakeside Retreats Park Rules

Introduction

These Park Rules are in place for the good management of Lakeside Retreats (“the 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.

1. Safety

1.1 You must use the Park safely and should not cause danger to others.

1.2 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.

2. Security

2.1 You are solely responsible for securing the caravan.

2.2 You may only use alarms of the silent, monitored type and not audible alarms.

3. Permitted number of occupiers

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

4. Visitors to the Park

4.1 Only people lawfully visiting with your permission have permission to enter the Park.

4.2 Your visitors may not arrive before 8am and must leave the park by 10pm.

4.3 It is your responsibility to ensure that your visitors and all occupiers of your caravan adhere to the Park Rules.

5. Ejection on grounds of behaviour

5.1 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 Terms and Conditions. We do not have to follow any formal procedure to eject other visitors.

6. Your pitch

6.1 You are responsible for keeping the area around the caravan clean and tidy during your stay with us.

7. Utilities installations

7.1 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.

8. Drainage system

8.1 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.

9. Tents

9.1 You must not erect any tent on the Park, save for a tent for shelter when using the fishing lakes.

10. Facilities

10.1 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.

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

11. Trees and shrubs

11.1 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.

11.2 You must not climb any tree.

12. Digging

12.1 You must not dig any hole at the Park.

13. Smoking

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

13.2 You must also refrain from smoking in any of our holiday accommodation but may use e-cigarettes.

13.3 If you are found to be smoking in public buildings or our holiday 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.

14. Washing

14.1 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.

14.2 You must site washing lines to avoid inconvenience to other holidaymakers, caravan owners and park operations.

15. Refuse

15.1 You must not deposit refuse outside. You must use the refuse bins provided.

15.2 Recycling points are available on the Park and you should use these facilities where appropriate.

15.3 You must not feed wild birds or animals.

16. Vehicles, driving and parking)

16.1 Vehicles

16.1.1 You must insure all vehicles you use on the Park as for use on the public road.

16.1.2 You must insure all accessories and items towed by vehicles (such as towed boats and jet skis) as for use on the public road.

16.1.3 You must not keep disused or unroadworthy vehicles anywhere on the Park. We reserve the right to remove any vehicle which is apparently abandoned.

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

16.1.5 Quad bikes, trials bikes and powered scooters are not permitted on the Park.

16.1.6 You must not wash cars with a hosepipe.

16.2 Driving

16.2.1 We permit cars onto the Park for the purposes of access to the caravan 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.

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

16.2.3 You must drive all vehicles on the Park carefully and within the displayed speed limit.

16.2.4 You must hold a full current driving licence to drive any vehicle on the Park.

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

16.2.6 There is a speed limit on all park roads of 10mph, which must be adhered to.

16.2.7 We allow a maximum of 2 motorised vehicles to be parked alongside each pitch.

16.2.8 Motorhomes/touring caravans cannot be parked alongside self-catering accommodation.

16.2.9 Electric cars cannot be charged at the Park by any means, including the use of an electricity supply or hook-up.

16.3 Parking

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

16.3.2 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.

16.3.3 You must not park anywhere except in the 2 parking spaces allocated to you.

16.3.4 You may park not more than 2 cars at your caravan.

16.3.5 You must not park on the grass or roadsides.

16.3.6 Other than for delivering goods and services, or for transporting fishing equipment to our lakes, you must not park or allow parking of commercial vehicles of any sort on the Park, including:

- i. light commercial or light goods vehicles as described in the vehicle taxation legislation and
- ii. vehicles intended for domestic use but derived from or adapted from such a commercial vehicle.

16.3.7 You must park, and move off, with great care for pedestrians and particularly for children.

17. Behaviour

17.1 You should respect the privacy of other users of the park and keep noise to a minimum between the hours of 9pm and 11pm with absolute quiet between the hours of 11pm and 8am.

17.2 You must keep away from any vacant pitches.

17.3 You must finish any barbecues by 9pm. No throw away, single use barbecues are permitted.

17.5 You may only consume alcoholic drinks within the boundaries of your pitch.

17.6 You must not use fire hoses for any improper purpose, such as washing cars or boats.

17.7 You must not use a drone, powered model aircraft or any other powered flying object on the park.

17.8 You must not use any Chinese lanterns, fireworks or similar.

17.9 You may not ride bicycles, scooters or similar so as to cause a nuisance or undue noise.

17.10 You must not use the Park's water supply to fill paddling pools.

18. Pets

18.1 You must not bring any pets or animals when you visit the Park except not more than 2 dogs (not to include any of the breeds subject to the Dangerous Dogs Act 1991).

18.2 Dogs and other pets are not permitted around the fishing lakes.

18.3 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.

18.4 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 the caravan, or anywhere else on the park at any time. 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.

18.5 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.

18.6 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.

18.7 You must only exercise dogs on the Park while on a short lead.

18.8 You must keep any dog on a short lead at all times on the Park.

18.9 You must clean up if your animal defecates on the Park.

18.10 You must not allow your animal to cause any nuisance, undue noise or disturbance.

18.11 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.

19. Recreation

19.1 You may only play ball and other games in the areas set aside for recreation and in any area immediately outside the caravan agreed with us (our agreement not to be withheld unreasonably).

19.2 Football should not be played anywhere on the Park. Other ball games should be played away from caravans using a soft foam ball.

19.3 You may not fly kites on the Park.

19.4 You may not use drones, powered model aircraft or any other powered flying objects on the Park.

19.5 You may not use skateboards, roller skates, rollerblades or microscooters at the Park.

19.6 You may not use any powered model car or similar toy on the Park so as to cause a nuisance or undue noise.

20. Children

20.1 Children must be supervised whilst on the Park and are the responsibility of their parent or guardian during their stay.

20.2 Never allow children to play near or in the streams/rivers, as there are areas of deep water.

20.3 Children must not play in the play area before 8am or after 9pm.

20.4 Children under the age of 16 should not be left unsupervised in the accommodation or on the Park.

20.5 An adult must accompany small children to the toilets.

21. Fire precautions

21.1 You may not use fire hoses for any improper purpose such as washing cars or boats.

21.2 You must ensure that all occupants of the caravan are familiar with the location of the fire points and the contents of the fire notices displayed at each point.

21.3 You must not store fuels or combustible materials other than removable containers on the Park.

22. Accommodation

22.1 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.

22.2 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 £25.00 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 £20.00 charge for lost keys.

22.3 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.

22.4 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.

23. Lost property

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

24. Photography

24.1 Photography is prohibited in the children's play area and the wash blocks. You must not take photographs of children without a parent's consent.

24.2 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.

25. Wi-fi

25.1 Wi-fi is available and is free of charge for Holiday lodge lettings only

25.2 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.

26. Fishing lakes

26.1 General

26.1.1 We are a barbless hook fishery. You must not use treble hooks, wire traces, lead core leader, fixed leads, braid on reels, catfish pro hooks, i.e. claw or eagle hooks, bait boats and live bait.

26.1.2 You must not have more than 2 rods at Cat Lake and Carp Lake.

26.1.3 You must ensure that you have carp safe rigs. A carp care kit is an essential. Bonjela and any antiseptic spray will be acceptable.

26.1.4 You must not stand-up holding fish when taking photographs. Please hold over cradle kneeling.

26.1.5 You must ensure that you have a weigh sling and do not weigh fish in a landing net.

26.1.6 When packing away with rods in the water, you must make sure that you always have your landing net available.

26.1.7 No dogs are allowed near any of the lakes.

26.1.8 You must not leave rods or baited hooks unattended.

26.1.9 You must ensure that all litter and discarded lines are disposed of properly. You must not leave litter around the fishing lakes.

26.1.10 You must ensure that any leftover bait is disposed of in plastic bags and placed in the main bin.

26.1.11 You must not throw sweetcorn, luncheon meat, bread or dog or cat food into the lakes.

26.1.12 Children under 14 must always be supervised by an adult.

26.1.13 You must not move fish from one lake to another.

26.2 Cat Lake (predominant cats)

26.2.1 Size 8 up to a size 2 hook for cats, method/float fishing etc, minimum size 12. Coated braided hook lengths, minimum 25lb coated braid, maximum 50lb. Cradle on legs, no unhooking mats. Line strength 15lb minimum, 25lb maximum. 42-50"+ landing net.

26.3 Carp Lake (predominant carp)

26.3.1 Minimum size 12, maximum size 2 hook. Coated braided hook lengths, targeting carp minimum 15lb coated braid, targeting cats 25lb+ coated braid. Cradle on legs, no unhooking mats. Line strength 15lb minimum. 42-50" landing net.

26.4 Rush Lake (mixed species)

26.4.1 Line strength minimum 3lb, maximum 10lb. Carp must be put on an unhooking mat, not on the ground, or unhooked in the net and released. Keep nets mat be used on Rush Lake, with prior arrangement and permission from us.